Busy Bees @ Melrose
Day Care of Children

Huntlyburn Road
Melrose
TD6 9BX

Telephone: 01896 820400

Type of inspection: Announced (short notice)
Inspection completed on: 15 May 2017

Service provided by: Busy Bees Nurseries (Scotland) Limited
Service provider number: SP2003002870

Care service number: CS2003014366
About the service

Busy Bees @ Melrose is registered to provide a day care of children service to a maximum of 75 children between the ages of birth and entry into primary school at any one time. The service operates between the hours of 7:00am and 7:00pm Monday to Friday.

The service is accommodated in a purpose built, single storey building, close to Borders General Hospital on the outskirts of Melrose.

The service is in partnership with Scottish Borders Council to deliver pre and ante-pre school education.

The aims of the service included:

“We are committed to developing a true partnership with our parents that will help us to create a childcare environment that offers high standards of care and a learning environment to ensure every child’s needs and interests are consistently met. We commit to offer quality childcare in a safe, happy environment that provides exciting opportunities and challenges, for every child to play, learn and develop.”

We compiled this report following a short notice announced inspection, which took place on Monday 15 May 2017. The inspection was carried out by two Care Inspectorate early years inspectors.

During this inspection we spoke to the children, childcare staff, childcare advisor, regional director and manager. We chatted to eight parents/grandmothers 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 focused on two aspects in four themes. Care and Support; personal care plans and outdoor play. Environment; Infection control and nappy changing areas. Staffing; training and childcare consistency, and personal care plans. Management and Leadership; quality assurance and staff development.

Through viewing the aims of the nursery it was noted that the service aimed to provide a “safe, secure environment where children and families feel welcomed, happy and valued.”

What people told us

Fifteen parental questionnaires were returned, Eleven of them stated their concerns about the significant staff turnover in the last year.

Some comments included:

“Six months ago, I considered moving my child, staff turnover was at a high and there was no communication at all. Since the new room manager came, everything is 100 per cent”
“There has been a number of changes in personnel over the last few months. Fortunately my child adapts easily but I imagine it could be difficult for some children with the inconsistency in staff.... That said all members of staff are thoughtful and very caring”.

We spoke with one very concerned parent who expressed her concerns about the high staff turnover. She said:

“You could have cut the atmosphere amongst the staff team with a knife. It was horrible to go into to nursery. I was considering moving my four year old, but I wanted my baby to be at the same nursery as his sibling. It is better now. However I am not happy that sometimes there seems an awful log of children and very few staff especially early mornings and evenings. Last week came out of the baby room dehydrated”.

We viewed the staff rotas. The adult/child ratios adhered to best practice guidance. The management team assured us that drinking water would be available for all the children throughout the day.

We discussed the parents concerns about the extensive staff turnover. We were reassured that the majority of the staff team left to further their own careers. The new manager is a promoted member of the existing staff team. There is imminent recruitment to employ a depute manager. We understand the service have undergone a difficult time and will take this into account when reporting on their performance.

Some parents told us:

“The new staff are wonderful and have turned the nursery around”
“I can see the nursery turning a corner”
“It is still quite unsettled but we welcome the room senior, she has done wonders with my child, encouraging language and participating in group play”
“I don’t have a problem raising my concerns, the girls listen and act accordingly”
“The nursery gets a good reputation in the community, we wanted to stick with it, we can now see changes and the staff are a lot happier”.

Self assessment

We did not request a self assessment this year.

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 discussed the children’s personal care plans should be linked very well to the principles of Pre-Birth to Three, Curriculum for Excellence and the GIRFEC framework. The SHANARRI well being indicators should be 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. They should include the assessment and review of developmental needs as well as the identification of how needs would be supported and plans had meaningful observations. The service will ensure that these plans are reviewed with parents/carers every six months or sooner depending on the needs of the child. We discussed the personal learning journals to be better recorded and include dates and next steps planned. (See recommendation 1)

Baby room staff were motivated, they told us their plans to use a schematic approach with the babies. We saw that babies were nurtured, enjoyed a relaxed stimulating environment and staff were carrying out personal routines that mirrored the home routines. The nursery implement a key working system ensuring continuity of adult support.

Some children in the 3-5 years playroom were not challenged, activities were adult led some staff were not using skilful questioning to maximise children’s learning potential.

We discussed the lunchtime experience for children aged 2-5 years, This was noisy, and disruptive. We discussed the service consider smaller groups of children at this time. Some children struggled with the the serving of the food and the noise. (See recommendation 2)

We saw that children enjoyed the outdoor area. They were negotiating balance and space. The staff were discussing the planting of potatoes. The babies enjoyed a walk to see the ponies and horses. The rural setting of the nursery lends itself to rich outdoor learning experiences. We discussed the service should pursue the staff training to further develop woodland experience and outdoor opportunities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

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.

2. Children’s lunchtime experiences should be more sociable, calm and 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.

Grade: 3 - adequate
Quality of environment

Findings from the inspection

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

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 the environment for the babies should be reviewed, to include role play, investigative, malleable and physical play, these should be on offer daily. However this room is aesthetically pleasing, the resources were of good quality.

The nursery indoor environment was bright, stimulating and welcoming. Well laid rooms and safe storage. Children enjoyed playing in a group or independently and move freely within the playrooms. The nappy changing areas were safe and followed best practice protocols.

The nursery had improved the toothbrushing procedures this followed best practice guidance.

The provider had made some building improvements. This enable some of the children free flow access to the outdoors.

We discussed that handwashing and infection controls could be further improved for example the removal of dog eared books, stained soft furnishings and children washing their hands when coming in from outdoors.

We saw safe sleeping procedures; staff completed a sleep safety checklist. We discussed the children in the 2-3 years sleep procedures to be reviewed, to avoid long periods of staff soothing children to sleep.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff told us they had recently attended “Building the Ambition” training. Some staff told us this training was really good. “We have changed some of our areas in line with the environment guidance for young children”. The staff told us that they enjoyed downloading ideas and knowledge from childcare websites to further enhance learning experiences and positive outcomes. We saw innovative resources on display, for example, hand made mobiles and display objects. This would enhance children’s problem solving and curiosity.
All staff were qualified and some were undergoing further childcare education. They spoke with a genuine kindness for the children. They demonstrated the knowledge of the children’s likes and dislikes. We discussed that all staff should participate in professional training, for example, “pre-birth to three”. We suggested all staff working with under three’s further explore the development of schema opportunities for young children. All staff were registered with the Scottish Social Services Council.

They told us they met regularly as a team to discuss nursery developments. They felt that they benefit from the local authority education peripatetic teacher. She discussed the planning and personal profiles and how to develop these. Staff spoke of the difference since the new staff and manager have been in post. They told us this resulted in a positive benefit to the service.

The staff team were gelling well as a team. We could see the manager had prioritised team building. She was complimentary and supportive towards the team. We could see there was a mutual respect between them both.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

**Quality of management and leadership**

**Findings from the inspection**

The manager had only just taken up the permanent post. She demonstrated a commitment to further improve the all round quality of the service. She had made a good in roads to develop quality assurance systems. She had carried out a few staff support and supervision sessions. She had identified and clarified roles and responsibilities with her senior team. They had carried out some room monitoring.

We saw the beginnings of an improvement plan and advised that all stakeholders contributte to this.

We discussed the fact that the service was at a turn around point. It was early days and would take time for the management team to embed their values and vision in the nursery. We could see they were being well supported by the external management team. We suggested that the nursery carries on further developing their quality assurance systems and protocols.

The room managers had a floor presence within the playrooms and modelled good childcare practice in order to improve the service.

We discussed the children’s personal care plans to be further improved especially the personal learning journals to track children’s learning journey effectively. The manager explained the personal care plans were under review and she had plans to use the local authority’s template.
(See recommendation 1 under quality of care and support.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

There are no outstanding recommendations.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Jun 2015</td>
<td>Announced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td>12 Jul 2013</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td>24 Aug 2012</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td>10 Sep 2010</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td>20 Nov 2009</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td>27 Jan 2009</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
</tbody>
</table>
To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nìthear iarrrtas.

अनुरोधसार्वत्के एই प्रकाशनांटी अन्य फॉर्मॅट एवं अन्यान्य भाषाओं में पाओं यायां।

پیشکش بیان کنید که به انگلیسی یا به یک زبان دیگر می‌توانید مطالعه کنید.

هذه الوثيقة متوفرة بلغات ونمادج أخرى عند الطلب.

본출판품有其他格式和其他語言備索。

Na życzeniu niniejsza publikacja dostępna jest także w innych formatach oraz językach.