

Busy Bees @ Anniesland Day Care of Children

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Type of inspection:
Unannounced

Completed on:
21 October 2019

Service provided by:
Busy Bees Nurseries (Scotland) Limited

Service provider number:
SP2003002870

Service no:
CS2003005894

About the service

We compiled this report following an unannounced inspection, which took place between 9.30am and 4.30pm on 21 October 2019. The inspection was carried out by two Care Inspectorate Early Years inspectors.

During this inspection we spoke to the children present and two parents when they arrived to pick up their children. A number of documents including health and safety records, planning tools and certificates of training.

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 two themes. Care and Support - Health - Outdoor play. Staffing - Quality Assurance - Personal care plans auditing.

Busy Bees @ Anniesland nursery is registered to provide day care to children in the following age ranges:

- Birth to under 2 years - 20
- 2 years to under 3 years - 15
- 3 years to 5 years - 24.

The nursery operates from premises within a large sports centre in Anniesland, Glasgow. The premises consist of three playrooms, a kitchen, office and toilet facilities. There is also an outdoor play area to the front of the three playrooms. Children have regular access to soft play and sports halls within the centre. Busy Bees @ Anniesland aims to:

- provide a safe, secure and stimulating environment for all children.
- deliver a service to the highest standards that will develop and nurture each child's life.
- work in partnership with parents at all times in order to enhance their children's development.

What people told us

Seven parental questionnaires were returned prior to the inspection visit: Comments included:

"The nursery has suffered as a result of staff attrition. The remaining staff have clearly done their best in the circumstances. Greater stability and continuity with team would have allowed an even better service to have been provided."

"The service has been wonderful. The only comment is that wish there were less staff turnovers. I am not sure what the reason is, but I wish they could remain longer e.g. 1 year."

"I sometimes worry about staffing levels and staff turnover, including several changes to the manager. This will presumably have a knock on effect on their ability to take children on outings in the community, which is a shame."

In response to the above concerns please refer to text in the main body of this report.

"The ladies in my daughter's room are all doing a brilliant job. They take my daughter's routines and views into account when planning activities and always listen to me when I need to pass on any information about my daughter onto them. My daughter loves the nursery and talks about her teachers in a positive way. There is always lots to do for children, the room is well organised and prepared for children and the atmosphere in the room is always calm and happy."

"Our child is in the baby room. The care he has received is exemplary. We have complete confidence in the staff."

Self assessment

We did not request a self assessment. We viewed the service's improvement plan and quality assurance evidence.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Children and staff had a mutual respect for each other. Younger children were encouraged to use their natural curiosity and investigative skills to explore and learn. We saw older children participating in risky play and negotiating space. We saw a few of the staff used higher order thinking skills to question and extend children's learning experiences. This encouraged enquiry and participation.

Babies enjoyed nurturing and stimulating experiences. We saw very positive interactions especially when carrying out intimate personal care. They played outdoors and were taken in their prams, on a local walk along the Canal and to the local supermarket. Staff demonstrated an understanding of protecting children from harm and were aware of child protection procedures. The service followed best practice medication procedures.

The service had recently undergone a difficult time with various short term managers in post and a few new members of staff employed. The staff team were very honest with us, they told us staff in the past had felt stressed and morale had been low. They told us they knew this manager well, one member of staff told us "The nursery is starting to feel where it should be, things are a lot better now." The covering manager had only been supporting the nursery less than six months. The manager and depute had made a good start to the monitoring and evaluation of the overall quality of the service. They need time to embed these processes. The management team demonstrated a commitment to further improve in the all round quality of the service.

Staff meet regularly to discuss and participate in in-house training. They worked well as a team. They told us they felt they were valuable and the organisation invested in them. They have access to the Virtual Training Academy. They told us they participated in Building The Ambition, First Aid, Room Senior and Food Handling training. They had some exciting childcare training planned imminently, for example Bribery and Corruption and Speak Out.

The staff team contributed to the Nursery Improvement plan and Quality Assurance tools, for example "Big floor books."

What the service could do better

The children were offered a healthy, home made breakfast lunch and afternoon tea. The lunch experience for younger children could be further improved, this should be in line with best practice guidance "Food Matters." The manager agreed to discuss this with the staff team.

We discussed the importance of babies and 2-3 year old children, needing to be challenged physically. This would enable them to develop and master their gross and fine motor skills. The manager informed us that they were awarded funding on the day of the visit, she told us this would help purchase large loose part play for indoors and outdoors. She also agreed to ensure the outdoor areas were better equipped to encourage children to problem solve and be supported to take risks safely.

Younger children were sat in a large group for a lengthy time at the lunchtime part of the day. They were unable to direct their own play, to move freely to investigate and explore. There was little evidence of their "schema" development of learning being supported.

They were a few staff leading on initiatives, for example additional support for learning. The management team agreed, to further develop this distributed leadership, for example play based "champion roles." This would enable the nursery to provide a well balanced flow of the day, a focussed breadth and depth to learning experiences leading to better outcomes for children.

Children's personal care plans were linked to the principles of the Curriculum for Excellence and the Getting it right for every child (GIRFEC) framework. The service had collated information which was contained in the personal care plans; these were child centred. The manager and depute were auditing the plans, they agreed identified plans should include the assessment and review of developmental needs. We pointed out that personal care and strategies should be included in the child's responsive care plans. Learning journals and plans should be effectively tracked and meaningful observations recorded. Next steps for learning should be challenging and realistic. (Please see recommendation 1).

We discussed that the nursery should prioritise the noted recommendations for action. The manager agreed that her focus had been to build relationships with parents, we could see a lot of hard work had been done to carry this out. The manager and depute had identified some of our concerns and was actively working their way through these points.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. This is to comply with Health and Social Care Standards. 1: I experience high quality care and support that is right for me.

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

Complaints

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

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 service should follow their own guidance and adhere to best practice guidance for medication storage and administration.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 3 (2). Health and wellbeing.

This recommendation was made on 7 November 2017.

Action taken on previous recommendation

This has been met.

Recommendation 2

All equipment and resources should be fit for purpose. Some children should be offered the appropriate learning and care curriculum.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

This recommendation was made on 7 November 2017.

Action taken on previous recommendation

We trust the provider, to action this immediately.

Recommendation 3

The service should further develop and embed monitoring and evaluation tools. This would enable formal quality assurance processes to be rigorous.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well managed service. (This has been carried over from last inspection report).

This recommendation was made on 7 November 2017.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 4

The activities and learning experiences should meet the needs of individual children this should be recorded in the child's personal plan.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 (2). Well-managed service.

This recommendation was made on 7 November 2017.

Action taken on previous recommendation

This is repeated in this report (Please see recommendation 1 in the text of the main body of this report).

Inspection and grading history

Date	Type	Gradings	
7 Sep 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Jul 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
26 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
25 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Nov 2012	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	2 - Weak
4 Sep 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory

Date	Type	Gradings	
28 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory
28 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
28 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 2 - Weak 2 - Weak 2 - Weak
7 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 3 - Adequate
20 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
26 Jun 2008	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak

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