

Busy Bees at Edinburgh Heriot Hill Day Care of Children

Heriot Hill Terrace
Edinburgh
EH7 4DY

Telephone: 01315 579 907

Type of inspection:
Unannounced

Completed on:
1 September 2021

Service provided by:
Busy Bees Nurseries (Scotland)
Limited

Service provider number:
SP2003002870

Service no:
CS2019372913

About the service

Busy Bees at Edinburgh Heriot Hill is part of Busy Bees Nurseries (Scotland) Ltd, a private limited company delivering early learning and childcare. The day care of children's service is registered to provide care to a maximum of 132 children not yet of an age to attend primary school at any one time. Of those 132:

No more than 42 are aged under two;

No more than 30 are aged two to under three and;

No more than 60 are aged three to those not yet of an age to attend primary school.

The care service operates between the times of 08.00am to 6.00pm Monday to Friday. The nursery is in the centre of Edinburgh close to the Botanic Gardens. There are five playrooms situated over two floors with a separate kitchen, staff room and office. Fully enclosed outdoor areas support children's outdoor learning experiences.

The vision, values, aims and objectives are as follows:

"At Heriot Hill our CORE VALUES are Care, Quality, Service and Value.

Our VISION is that we want to give every child the best start in life. This includes offering children fantastic play experiences that excite and support their development at every level both indoors and outside.

Our MISSION is to deliver high quality childcare and opportunities for learning that give each individual child a head start as they prepare for school and beyond."

We carried out an unannounced onsite inspection of Busy Bees at Edinburgh Heriot Hill Tuesday 24 August 2021 and an announced onsite visit on Thursday 26 August 2021. We continued the inspection using virtual methodology over the following days. We provided feedback to the manager and the deputy operations director on Wednesday 01 September 2021.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

What people told us

We saw that children were relaxed, happy and having fun during our inspection. Parents who provided feedback demonstrated that parents were very happy with the service provided to them and their child. Individual comments included:

- "They are organised and clearly communicate very well with each other as well as with the children and with us. Every single member of staff is always smiling and always kind."

- "I would like to see more video footage shared but I don't know if this is permitted."

- "Outstanding responsiveness to individual children's needs. They really know and treat each of the kids with respect, curiosity and kindness and it feels like the experience they try to create is designed for your child. Also great at passing the baton when we pick up - what she did, ate, who she played with and the little messages in the portal - really feels like we are a team."

Parents also told us that they were very happy with information shared about precautions being taken in the nursery related to Covid-19.

Self assessment

A self-assessment was not requested prior to this inspection. We reviewed quality assurance systems during the inspection process and found that these were in place but were at the early stages of implementation. We did note that processes that were in place were having a positive impact on service delivery. See further information in Quality of Management and Leadership.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were observed to be relaxed and having fun. Children were understood, respected and involved in their own care as staff knew them well. Staff were nurturing in their approach to caring for children which helped them to feel safe, secure and loved. Children who were new to the service experienced care which was responsive and individual to them.

All children had a personal plan setting out their health, welfare and safety needs. Care was consistent with home as staff worked alongside parents sharing information to meet needs. Children were supported sensitively throughout daily challenges by problem solving, negotiating and encouraging. This helped them build resilience and confidence for tackling future challenges whilst supporting their emotional wellbeing. Children who had identified support needs had strategies recorded to ensure they were being consistently supported to reach their potential.

Children's learning and achievements were being recorded in online learning journals and floorbooks. This allowed staff to plan experiences to extend children's ideas and interests. While children's individual next steps were not always clear staff told us that they had identified this as an area for development. The service understood the importance of this for identifying progress, planning for further learning and sharing with parents.

Lunch time was unhurried and sociable. Staff sat with children, provided encouragement and spoke with children. The food provision was homemade and nutritious. We asked the service to revisit safer eating guidance to ensure food items were cut to an age and stage appropriate size. This was in order to minimise risk of choking. By the second day of our inspection the manager had revisited this with staff.

Children's health needs were planned for and were familiar to staff. This meant that the right actions were taken at the right time to keep children healthy. We discussed the need to ensure records were consistent

and accurate in all medication records so that should staff have to administer medication the most current advice is followed. See recommendation one.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. The processes in place included staff carrying out cleaning of high touch areas as part of their daily routines, and effective hand washing. To further control the risk of infection, physical distancing was maintained between adults in the service including parents at handover times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
The service should further consider the content and monitoring of medication forms to ensure care is consistent and relevant. This may include reviewing what information is being gathered and recorded, in particular details of any support strategies being used.

The system to monitor medication and medical needs should ensure that the plans are reviewed, accurate and up to date to ensure children's needs are being met.

This is to ensure care and support is consistent with Health and Social Care Standard 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.'

Grade: 4 - good

Quality of environment

Findings from the inspection

The indoor environment was well looked after with clean, tidy and well-maintained furniture and play materials. All playrooms were resourced with age appropriate resources to support developing skills. Consideration had also been given to the provision of cosy quieter spaces so that children could choose to rest and relax if they needed or wanted to.

Natural open-ended materials were available inside and outdoors to provide opportunities for children to encourage natural curiosity and creativity. We discussed with the manager about increasing the range of loose parts materials and everyday items which could further enhance children's imaginative play.

We saw activities and experiences which were child-led and children who were confident in exploring and investigating their learning environment. At times some play spaces, such as home corners, were lacking resources. We discussed with the manager about the importance of staff ensuring that these areas are well resourced and inviting.

All children had the opportunity for outdoor play during their session and where possible children had the opportunity to free flow play between indoors and garden spaces. Staff had a focus on maximising the use of the outdoors and this together with open windows ensured there was sufficient ventilation within the nursery to maintain a safe environment for children and staff in line with current Covid-19 guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Nurturing staff helped children to feel valued, loved and secure. Children were cared for by positive adults who were sensitive to their needs. They were understood as staff spent time listening and watching, noticing what children were telling them. Staff were present with children at their level. This demonstrated an understanding of connections and their role in helping children feel secure and happy. Similarly, staff were courteous and respectful towards parents who said they felt comfortable when sharing information and being involved in the service.

Training was accessible through the organisation and staff felt supported to attend. Staff were able to evidence how recent training had influenced service improvements such as supporting children with regulating their emotions. We saw consistent and respectful interactions and staff encouraged children to be respectful of each other.

Children's freedom of movement was supported as staff communicated well with each other. Staff were consistent within each playroom which supported children's wellbeing. This also ensured any covering staff were familiar with the routines and practical tasks of the setting. We saw good teamwork and staff worked flexibly to meet the needs of the service and were supportive towards each other.

The enthusiastic staff team demonstrated commitment to continuing to develop their knowledge and understanding of how best to meet the needs of children. Within the service, there were development and leadership opportunities and staff were encouraged to take on responsibilities to enhance their practice as well as the experiences of children.

Staff felt supported and appreciated in their work by the management team. Regular planned support and supervision sessions offered opportunities to reflect on their work and challenge themselves with new goals. Having a competent, motivated team contributed to enhanced provision for children. Children's care and support was being guided by national best practice documents.

Appropriate recruitment procedures were in place to recruit staff who had the necessary skills, experience,

qualifications and values to provide good quality childcare and education. All staff had required pre-employment checks and were registered with the Scottish Social Services Council (SSSC).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Since the last inspection the service had a new manager and changes to the staff team. Staff spoke positively about the changes and they now felt confident and motivated as the team worked well together and they had a shared vision.

The service were at the beginning of their self-evaluation journey and had identified their own areas for improvement. The management team were focussed on quality assurance and systems were in place to support this. We advised on areas where increased monitoring would improve outcomes for children and staff. For example more formal minutes of room meetings where changes to children's care routines are shared or to track the impact of improvements that have been made to the provision. We also asked the service to consider how they audit medication records. See Quality of Care and Support recommendation one.

The management team had ensured staff were deployed well within the service. This supported good team working and a mix of knowledge, skills and expertise to ensure children's needs were met. Management had an open-door policy for staff and made regular visits to playrooms in line with guidance and safety. This offered staff an opportunity for informal discussions alongside more formal supervision and appraisal systems which were established within the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

Area for improvement one.

In order to ensure children's health and wellbeing is protected and the risk of the spread of infection is reduced, handwashing practices and the use of PPE need to be improved. Staff should be well trained and supported to implement Coronavirus (COVID-19): guidance on reopening early learning and childcare services as follows:

Personal protective equipment (PPE)

The use of PPE by staff within childcare facilities should continue to be based on a clear assessment of risk and need for an individual child or young person, such as personal care where staff come into contact with blood and body fluids. Following any risk assessment (individual or organisational), where the need for PPE has been identified should be readily available and staff should be trained on its use as appropriate.

Handwashing

Staff should ensure enhanced hand hygiene measures are in place including washing their own hands and the hands of all children. Ensure all staff and children frequently wash their hands with soap and water for 20 seconds.

Handwashing should take place:

- On arrival at the setting, before and after eating, after toileting.
- At regular intervals throughout the day.
- When moving between different areas (e.g., between different rooms or between inside and outside).
- Supervise children washing their hands and provide assistance if required.
- Never share water in a communal bowl when washing hands.
- Always dry hands thoroughly.

Staff should also ensure that handwashing experiences are fun and engaging for children to promote this as a key learning experience in children's health and wellbeing.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

This recommendation was made on 21 December 2020.

Action taken on previous recommendation

Staff used PPE at appropriate times and demonstrated that they were familiar with donning and doffing procedures.

We observed staff carrying out appropriate hand hygiene routines. This included satisfactory hand washing or use of hand gel when moving between play spaces. Staff supported and supervised handwashing to ensure this was carried out effectively.

This area for improvement has been met.

Recommendation 2

Area for improvement two.

In order to ensure that children and families receive a safe and high quality experience, the management team should ensure that quality assurance processes are in place that allow them to recognise areas for development that are important for maintaining the health, safety and wellbeing of children and families during the pandemic and plan effectively for how these can be improved. These should impact positively on outcomes for children and families and support staff in improving their practice.

This is in order to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).

This recommendation was made on 21 December 2020.

Action taken on previous recommendation

The service has quality assurance processes in place and had identified and implemented changes to improve service delivery since the last inspection. The management team and staff have a shared vision of how to continue on their self-evaluation journey to embed a culture of continuous improvement.

This area for development has been 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	Gratings	
21 Feb 2020	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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