

Ally Bally Bee Day Care of Children

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Blantyre
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Type of inspection:
Unannounced

Completed on:
15 March 2022

Service provided by:
Alrose Ltd

Service provider number:
SP2015012590

Service no:
CS2015341549

About the service

Ally Bally Bee Nursery is registered to provide a care service for a maximum of 82 children, 60 children from birth to those not attending primary school and 22 children of primary school age. The service is in partnership with South Lanarkshire Council and is located in Blantyre, South Lanarkshire. It is close to local shops and other amenities. The children are cared for in three separate playrooms, all of which had direct access to an enclosed garden.

This was an unannounced inspection which took place on 8 March 2022 between 10:00 and 14:00. Three inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children using the service and four of their family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents

What people told us

For this inspection, we received views from three parents of children who attended the nursery. Those parents told us that they thought staff were kind, caring and happy to be at work. They also commented positively on the children's experiences and, in particular, how their child's needs were met through personal plans. We talked with several children during the inspection, who told us that they were building towers then jumping on them. One child told us that he would like to do jigsaws outside and other children could tell us that three children can paint together on the easel. The environment enabled children to play and have fun along with forming friendships with each other.

Self assessment

We did not ask the service to submit a self-assessment ahead of this inspection. We looked at the service's quality monitoring documents and we have commented on this.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We evaluated this quality theme as adequate, where there are strengths, but these are just outweighed by weaknesses.

Children attending the service were happy and secure. There were times when staff interacted warmly with the children, offering cuddles and reassurance. However, there were times where staff were stretched to meet all of the children's needs, especially at mealtimes.

Each child had a personal plan which gathered information to help meet their needs. These contained details about sleep routines, allergies and interests, resulting in children's wellbeing being supported. Not all staff were clear about children's medication needs as recorded in the personal plan and we asked the manager to ensure all information in the personal plans were shared with all staff. These plans were written in partnership with parents and carers and other support agencies when relevant.

Play experiences in the two-five room supported most children to develop their confidence and support their language and literacy skills. For example playing with building blocks, exploring books and various art materials to express themselves. However, more consideration should be given to planning play experiences for the youngest children, as some children's play was interrupted, to get ready for lunch. For example babies would benefit from more sensory play which would help to build connections in their brains, develop physical skills, and support language development. To ensure that children are challenged to progress their learning, staff should continue deepening their understanding of child development. This would ensure the experiences offered are shaped using current good practice documents. Most children had access to the outdoor area and management shared their plans to improve the outdoor learning environment for all children. See Recommendation 1.

Some children did not have a positive experience at mealtimes. Staff were busy with other tasks and did not sit or eat with the children. All children would benefit from more opportunities to be independent and responsible during mealtimes, for example selecting and serving their own food and drinks. Staff could sit with children to support them enjoy a more engaging social experience where they could develop life skills.

Overall, staff gave a satisfactory account of their roles and responsibilities in relation to child protection. We saw that the service had some measures in place, to prevent the potential spread of Covid-19. For example, ventilating playrooms and physical distancing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should review routines across the service to improve play opportunities, based on current best practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

"I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors." (HSCS 1.25)

"As a child, I play outdoors every day and regularly explore a natural environment." (HSCS 1.32)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We identified some strengths, and whilst these strengths had a positive impact, key areas need to improve. Therefore, we evaluated environment as adequate.

Playrooms were bright, overall tidy and spacious. Children had access to a limited range of toys and materials for play. Children would benefit from the development of accessible cosy spaces to support their wellbeing. See Recommendation 1

We spoke with management and staff about enriching the environment to ensure children have access to experiences which will stimulate curiosity and motivate children to develop new skills indoors and out. This would help to support children's choices and wishes. We acknowledge the service had made a start on this, by recently purchasing raised beds for planting and outdoor paint easels.

Overall, we found the nursery was clean. The nappy changing room and bathrooms had some broken facilities, for example, toilet roll holders, toilet handles and toilet units. The manager assured us that these would be replaced. Old hand sanitising stations should be removed from the walls, as there are new ones in place.

Environment risk assessments were in place. Staff were confident in the strategies that they had developed ensured that children would not get out of the nursery building without an adult. There was clear signage at all points in the nursery using the Care Inspectorate guidance SIMOA (Safety Inspect Monitor Observe and Action). Some staff told us that the outdoor environment was checked at different points of the day in line with this guidance along with being alert to all potential risks in the setting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote their individual learning and development the service should provide children choice of a rich variety of experiences.

Consideration should be given to; supporting children to lead their own learning, opportunities which stimulate creativity and curiosity and cosy spaces for children to relax in

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We evaluated this quality theme as adequate, where there are strengths, but these are just outweighed by weaknesses

Staff were warm, friendly and happy to be at work. The staff team had a mix of skills, experience and knowledge and had created a pleasing environment for children and their families. One parent commented "there are some amazing staff in the nursery" and another said "the staff are great, very nurturing and I recommend this nursery to family and friends".

Staff spoke of the induction process and support from management and colleagues, which had informed them of their role and responsibilities. Some staff told us that although they felt included in meetings, and could share ideas and make suggestions, they would welcome more opportunities to take the lead in service developments. The manager discussed with us her plans to support some experienced staff to take on more responsibility for key areas of the playroom experiences, ensuring that all children receive a rich experience, whilst attending nursery.

Staff had participated in some training. For example, child protection, Covid-19 and first aid. Staff spoke positively about the training they had undertaken, some effective links with external agencies and the impact this had. One example of this was how to support a child, who might be displaying signs and symptoms of Covid-19. Another example was training from Sleep Scotland and staff demonstrated that they were now competent in supporting children at this part of their day. However, all staff needed to develop a better understanding of child development and to support them to reflect on practice that contributes to improved experiences for children. See recommendation 1.

Annual appraisals and daily contact with the management team contributed to staff feeling valued. They had implemented informal and formal systems of support, which helped staff to discuss their personal and professional development. The manager made good use of social media platforms to inform staff about exciting learning opportunities that are available for them to attend. There is a system in place for staff to demonstrate how their learning has impacted on children's experiences. All staff should ensure that they use this system and share their new knowledge at staff meetings.

We viewed staff files which showed all were recruited in line with safer recruitment guidance. Staff caring for children were safely recruited and registered with the Scottish Social Services Council. They are the regulatory body responsible for registering the social services workforce. They provide public protection by promoting high standards of conduct and practice and supporting the professional development of those registered with them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure that children receive high quality care, the provider should ensure that staff are trained, competent, skilled and able to reflect on their practice.
This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:
'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We made an evaluation of adequate for this quality theme. While strengths had a positive impact, key areas needed to improve.

The manager was highly valued and respected by staff and parents. One parent told us, "Emma is fantastic and the communication before during and after Covid-19 has been great, we are always kept up to date with emails". The current manager is very passionate about her role and demonstrates robust business practices. As part of her own self reflection she had identified the need to have a manager in the service to allow her to grow the business side of the nursery and a manager to oversee the children's day to day experiences and staff development. This person is newly in post and together they are working on a way to ensure children's outcomes are in line with current best practice guidance. We suggested more focused observations take place with clear feedback given to staff with identified actions. This would enhance staff skills, help drive forward improvements and better support children's experiences (see recommendation 1).

The nursery was on a journey of improvement. Since the last inspection, the structure of the management team had changed and the manager is in the process of sharing her new vision with all staff. In order to ensure this works effectively, clarification of roles and responsibilities is needed. Further leadership training for new senior staff would also support capacity for improvement by building staff confidence in their roles.

This will provide opportunities for enhanced development and empower staff to use their skills and knowledge to lead developments and improve children's experiences.

The improvement plan identified key priorities for development which were evaluated using the How Good is Our Early Learning and Childcare document. One priority identified was resources and opportunities to extend meaningful outdoor fun for all children. We found evaluations of development plan were descriptive and did not identify progress with robust evidence. We asked the manager to review the systems on how evidence was collated and gathered and use this information to further inform the service improvement journey.

The manager is exploring systems to engage parents more in evaluating the service and use the information gathered to inform future improvements. This includes plans to use a Family App to share the child's day, including nappy changes, sleep routines, accidents or incidents along with celebrating the child's achievements on a daily basis.

Throughout the inspection we found the manager and staff to be responsive to suggestions and committed to improving children's experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. 1. To support children's wellbeing and promote the continued development and improvement of the service, the manager should ensure that a routine and robust quality assurance system is in place. This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

In order to ensure that personal plans for each child contain the required information as detailed in legislation, the provider must have these fully completed, in place, by 28 June 2019.

This ensures care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice', (HSCS 4.11) and in order to comply with Regulation 5(1)(2)(a)(b)(c)(d) - Personal Plans within the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 May 2019.

Action taken on previous requirement

The service had completed an appropriate action plan to address this area for improvement and personal plans provide a clear pathway for supporting childrens needs.

Met - within timescales

Requirement 2

In order to enhance children's learning experiences the provider must by 28 June 2019, improve the variety and quantity of explorative, creative, natural and open ended resources available to all children.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'as a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27). It also complies with: Regulation 4(1)(a) Welfare of service user of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/210) - Regulation 4(1)(a).

This requirement was made on 30 May 2019.

Action taken on previous requirement

The service was continuing to update their resources.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider should consider staff accessing the Steps into Leadership learning resource by the SSSC to improve and develop their existing skills and improve the quality of information being recorded.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: 'as a child, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This recommendation was made on 20 August 2018.

Action taken on previous recommendation

The manager has looked at areas within the Step into Leadership learning and is now signposting senior staff explore these. This recommendation is now met.

Recommendation 2

The provider must demonstrate that safer recruitment practice is in place. In this instance the provider must ensure that references are not provided by family members.

This ensures care and support is consistent with the Health and Social Care Standards which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This recommendation was made on 30 May 2019.

Action taken on previous recommendation

This recommendation has been met, through sampling three newly recruited staff files.

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	Gradings
30 Apr 2019	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
1 May 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	4 - Good
13 Jun 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Jan 2017	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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