

The Bees Knees Nursery Day Care of Children

280 Lanark Road West
Currie
EH14 5RU

Telephone: 07770 060 373

Type of inspection:
Unannounced

Completed on:
21 September 2023

Service provided by:
The Bees Knees Playgroup Ltd

Service provider number:
SP2015012460

Service no:
CS2015336137

About the service

The Bees Knees nursery is an early learning and childcare setting situated within a community building in a residential area of Currie, close to transport links, shops and community services. The setting provides day care for up to 19 children aged from birth to entry to primary school age. The provider of the setting is the registered manager and responsible for the day to day running of the service.

The setting comprises of two playrooms, one for children under the age of two years and another for children aged over two years. Children over the age of two had direct access to the outdoor play space.

About the inspection

This was an unannounced inspection which took place on 21 September 2023 between 09:30 and 12:00. This was a follow up inspection to assess progress made to meet requirements made during an inspection on 24 May 2023. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with children using the service
- received written feedback from 11 families
- received written feedback from four staff members
- spoke with three staff and management
- observed practice
- reviewed documents.

Key messages

The setting had met the seven requirements set during the previous inspection, highlighting a commitment to continuous improvement and the wellbeing of the children. As a result:

- Staff interactions with children were kind with genuine care, fostering a warm and nurturing environment.
- Staff were aware of children's medical and dietary needs.
- Staff shared examples where they had extended and actively followed children's interests.
- Positive steps had been taken to improve indoor play spaces and provide enriched learning experiences, within a safe environment.
- The outdoor area had been improved to provide children with better quality play experiences.
- Risk assessments had been reviewed, resulting in a safer environment for children.
- Staff had begun to foster a culture of reflective practice.
- All staff were registered with Scottish Social Services Council (SSSC).

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 1.1: Nurturing care and support

Improvements had been made to practice relating to nurturing care and support. We have commented on these in the section of this report headed: What the service has done to meet any requirements made at or since the last inspection.

Quality indicator 1.3: Play and learning

Improvements had been made to practice relating to play and learning. We have commented on these in the section of this report headed: What the service has done to meet any requirements made at or since the last inspection.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 2.2: Children experience high quality facilities

Improvements had been made to practice relating to the quality of the facilities. We have commented on these in the section of this report headed: What the service has done to meet any requirements made at or since the last inspection.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 3.1: Quality assurance and improvement are led well

Improvements had been made to practice relating to the quality assurance and how the setting was led. We have commented on these in the section of this report headed: What the service has done to meet any requirements made at or since the last inspection.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 4.3: Staff deployment

Improvements had been made to practice relating to staff deployment. We have commented on these in the section of this report headed: What the service has done to meet any requirements we made at or since the last inspection.

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

Requirements

Requirement 1

By 17 July 2023, the provider must ensure that all children are recognised as individuals and treated with dignity and respect. This must be at all times and across all areas of the service. To do this, the provider must, at a minimum ensure:

- a) staff develop their understanding of their role and responsibility of supporting children in their emotional wellbeing
- b) staff practice is underpinned by the principles of the Health and Social Care Standards.

This is to comply with Regulation 4(1)(a)(b) (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated staff interactions were kind and caring which fostered a warm and nurturing environment. Staff supported children to feel at home, offering comfort when needed. For example, responding sensitively when children required additional comfort and reassurance, and allowing children to take off their shoes to create a sense of familiarity and comfort within a homely setting. This demonstrated a better understanding in the staff team of their role in fostering children's emotional wellbeing and creating a supportive, caring, and enriching environment.

Met - within timescales

Requirement 2

By 10 July 2023, the provider must ensure that the medication system promotes children's safety. To do this, the provider must, at a minimum ensure:

- a) staff are aware of children's medical and dietary needs
- b) essential information is easily accessible to staff.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated heightened staff awareness of children's medical and dietary needs. This improvement was a result of a review of the medication policy and procedure amongst the staff team. The easily accessible and up to date information folder helped with communication and keeping children safe, as staff were able to retrieve vital information. This resulted in improved responsiveness to medical requirements, creating a safer environment. This impacted positively on children's overall health and wellbeing.

Met - within timescales

Requirement 3

By 28 August 2023, the provider must ensure within the staff team, there is a shared ethos and commitment to developing high quality care, play and learning, based on children's needs and interests.

To do this, the provider must, at a minimum ensure:

- a) staff skills and knowledge are increased in how children learn and an understanding of child development
- b) staff are able to contribute to the implementation of a child-centred approach to observation, planning and assessment of children's learning through play
- c) staff develop a culture of reflective practice enabling them to identify what has worked well, any improvements needed and any training needs.

This is to comply with Regulation 15 (staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated progress and a strong foundation for future improvements within the team. Staff showed commitment to increasing their skills and knowledge on how children learn and their understanding of child development. This was apparent by staff and children's engagement with an 'Ideas book', which captured children's voices and ideas, indicating the start of a responsive approach to play and learning.

Good progress had been made in extending, actively following and supporting children's interests. For example, in loose parts, promoting a sense of autonomy and emotional fulfilment among the children. Staff also showed an understanding of children's interests, such as shadows, light, and dark, and had creatively designed opportunities both indoors and in the garden to support these interests. We observed children having fun within the better resourced play spaces. Children were given the freedom to paint their hands rather than confining their creativity to paper, allowing different forms of expression. This demonstrated

that staff had begun to contribute to the implementation of a child-centred approach to observation, planning, and assessment of children's learning through play.

Staff had begun to foster a culture of reflective practice, engaging in discussions, progress reports, and sharing observations of children's play with the manager. This reflective approach enabled them to identify what had worked well, areas for improvement, and training needs.

The manager's recognition of the need for visual prompts for staff in the playroom supported staff in creating a nurturing and enriching environment for children. For example displaying policies and making visual displays of the aims and objectives. All of this work laid a good foundation for continuous improvement in providing high quality care, play and learning, based on children's needs and interests.

Met - within timescales

Requirement 4

By 10 July 2023, the provider must have taken steps to ensure children are consistently provided with safe play spaces and experiences. To do this, the provider must, at a minimum ensure:

- a) an effective process is implemented to identify and evaluate associated risks
- b) based on risk assessment findings, guidance is established to outline the necessary precautions to be taken to minimise risk
- c) there is a quality assurance system to monitor and evaluate the effectiveness of guidance
- d) any identified risks or safety issues are immediately rectified
- e) a culture of safety is fostered among staff to create a safe and enjoyable environment.

This is to comply with Regulation 4 (1) (a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My environment is safe and secure' (HSCS 5.17).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated that risk assessments had been reviewed, fostering greater staff awareness as they worked together as a team in the process. The manager now completed monthly monitoring reviews to maintain ongoing compliance. The maintenance log was used by staff, leading to prompt recording and rectification of repairs, maintaining a safe environment for children. This improved culture within the staff team had contributed to children experiencing a safer and more organised environment.

Met - within timescales

Requirement 5

By 21 August 2023, the provider must ensure staff adopt a more dedicated and attentive approach towards supporting children to reach their full potential through developmentally appropriate spaces. To do this, the provider must, at a minimum ensure:

- a) resources and learning opportunities are improved so that they offer challenge and empower children of all ages to actively experience creative play and learning
- b) the outdoor area is improved to engage children in quality play experiences
- c) children have cosy spaces to rest and feel secure
- d) the setting is comfortable, welcoming with homely touches, in good decoration with good quality of furniture.

This is to comply with Regulation 4 (1) (a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that 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).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated that staff and the manager had taken positive steps to improve play spaces and provide enriched learning experiences, within a safe environment. As a result, children were engaged in their play and were following their own ideas.

The outdoor area had been improved to provide children with better quality play experiences, fostering their physical and social development.

The establishment of safe and cosy spaces indoors and out where children could rest or sleep, ensured a secure space for emotional wellbeing. Staff had brought back practice seen during a practice sharing visit to a setting. For example, cots placed in their sides created a snug sleeping space that babies could easily crawl into.

We observed children role-playing in the enhanced home corner and engaging in independent and cooperative play in other areas. Staff encouragement of free exploration in children's play all reflected the positive changes. These improvements set a good foundation and potential for continued progress in creating even better spaces for children to play, develop and learn.

Whilst in the initial stages, the setting was now more comfortable and welcoming with homely touches. Improvements meant the environment not only enhanced children's comfort but also improved their overall experience.

Met - within timescales

Requirement 6

By 04 September 2023, the provider must ensure children are cared for in a setting where improvements are well led. To do this, the provider must, at a minimum ensure:

- a) staff are engaged in the improvement process to drive meaningful changes
- b) poor practice is identified and challenged with effective guidance to make the necessary improvements

- c) best practice is modelled to inspire and guide less experienced staff
- d) a culture of continuous improvement is adopted through self-evaluation and reflective discussions.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

This is to ensure that 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).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated that the setting had met the requirements set during the previous inspection, highlighting a commitment to continuous improvement and the wellbeing of the children. This had been achieved in a number of ways. For example, the involvement of staff in improving children's play spaces and risk assessments reviews showed a commitment to making meaningful improvements.

The manager's monthly safety checks not only ensured the wellbeing of the children but also actively engaged staff in the improvement process. These checks were an opportunity to assess and enhance safety measures, which meant staff were involved in driving meaningful changes.

The manager's role in modelling best practice within the playrooms and encouraging staff to reflect on their practice had been important in driving improvements. This approach was a good start to empower less experienced staff and had begun to create a culture of self-evaluation and continuous growth.

The manager's support for staff training showed a commitment to enhancing their skills and knowledge, ultimately benefiting the children. The use of a reflective notebook within the team was a good start to self-evaluation and encouraged reflective discussions.

By fostering a culture of continuous improvement, actively engaging staff in the process, and modelling best practice, the setting had demonstrated efforts in creating a safer, more nurturing, and developmentally enriching environment for the children.

This work not only identified and challenged poor practice but also served as a source of motivation for staff. As a result, children experienced a safer and more engaging environment.

Met - within timescales

Requirement 7

By 10 July 2023, the provider must comply with the SSSC regulations and the Code of Practice for Employers of Social Service Workers. To do this, the provider must, at a minimum ensure:

- a) there is an effective system in place to support staff to submit their SSSC applications within the required timescales
- b) the manager has oversight of when applications and renewals are due for each staff member
- c) a policy is developed to support the manager in the event of applications or renewals are not submitted on time.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 9 Fitness of employees.

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 organisations codes' (HSCS 3.14).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The follow-up on this requirement demonstrated improvements had been made by the manager to meet the requirement for all staff to be registered with the Scottish Social Services Council (SSSC). The manager had implemented a support system to ensure staff could effectively maintain their SSSC registrations. The use of a spreadsheet containing renewal dates, allowed for effective tracking of staff registrations. The result of these measures was that all staff members were successfully registered with the SSSC. Systems to ensure staff continued to remain registered and compliant, helped support staff to uphold standards of professionalism and competence, in providing positive outcomes for children.

Met - within timescales

Complaints

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

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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