

Busy Bees @ Ayr Day Care of Children

Dalmellington Road
Coylton
Ayr
KA6 6PE

Telephone: 01292268452

Type of inspection:

Unannounced

Completed on:

12 February 2019

Service provided by:

Busy Bees Nurseries (Scotland) Limited

Service provider number:

SP2003002870

Service no:

CS2005113740

About the service

Busy Bees is registered to provide a service to a maximum of 81 children aged from birth upwards. In August 2012 the nursery was transferred to a new provider. The nursery is now part of a group of nurseries run across Scotland by Busy Bees Nurseries (Scotland) Limited. This parent company is the registered provider. This service can provide both sessional and full daycare places all year round from Monday to Friday from 6am to 7pm. Busy Bees Nursery is in partnership with South Ayrshire Council to deliver funded part time educational places for children aged three to those not yet attending primary school.

Responsibility for the day-to-day running of the nursery is delegated to a qualified and experienced manager. The nursery is located in the grounds of Ayr Hospital on the outskirts of Ayr and contained within a single storey building with secure outdoor play areas. There is one large room for children aged from three years to school age, two rooms for children aged from two years to less than three years and two adjoining rooms where children aged from birth to less than two years are cared for.

The nursery aims:

'We aim to provide an enriched environment to allow each child to learn and grow, and become independent learners.'

'We aim to provide a caring environment for each child, building positive relationships and encouraging respect for all.'

'We aim to support staff and encourage staff to develop their skills and to acquire new ones.'

'We aim to provide a healthy environment, in which children are encouraged to enjoy physical activity, good hygiene practice and a balanced diet.'

'We aim to ensure that the nursery is run competently and professionally, promoting strong relationships with parents and partners.'

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of 'Getting it Right for Every Child' (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and, what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures and records. We looked at the themes Care and Support and Management and Leadership.

What people told us

Seventeen parental questionnaires were returned prior to the inspection visit. Some comments included:

"I felt my child's learning was held back in the last room due to the ratio of younger kids moving up. I often heard 'she fell asleep today' which I felt was under stimulation a lot of ideas I put forward are followed up and acted upon"

"My child loves the nursery, seems to do a range of activities and I am happy with this and the way the staff behave. The facilities are superior compared to others I viewed when making a choice for her."

"I was disappointed the nursery stopped using the closed Facebook page. I felt this was a good way for working parents to be able to have a conversation with their child when home from nursery, as a picture could be shown to remind the child of the activities they had participated in. I know of other nurseries in the private sector who use Facebook pictures, are taken and displayed by nursery, I feel it is too late to have an important, confidence building conversation with your child"

"I feel the service is good and my child does enjoy going to Nursery. He does seem to have a good relationship with the carers so far. My views may be a bit harsh side as my son only started his placement a couple of weeks ago but at the same time I do feel that information on his progress etc. is not available or easily accessible at this time. Also food/snacks seems to be lacking"

On the day of the visit there was plentiful food offered to the children.

"Busy bees is an excellent nursery with friendly and competent staff. My child loves going to nursery."

"Staff are exceptional. Lovely, approachable and nothing is ever too much hassle. Can't fault them."

"The staff at Busy Bees Nursery are friendly and approachable. My daughter loves coming to nursery. They are constantly developing rooms and ideas, outdoor spaces to meet the needs and interests of the children. They are limited for space but make the most of what they have and the surrounding woodland walks."

"The service at the nursery is brilliant, my daughter attends the nursery has an autistic brother who we have issues with and the nursery have always catered to our needs during difficult times."

Self assessment

We did not request a self assessment, we viewed the nursery's improvement plan.

From this inspection we graded this service as:

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

What the service does well

We observed some staff skilfully questioning individual children to enable them to maximise their own learning potential. The children in the 3-5 years playroom enjoyed free flow access to the outdoor play area. They had fun jumping in the mud and puddles. They negotiated space and were risk taking playing with the "Loose Parts."

The babies and younger children enjoyed exploration and curiosity led experiences. They were problem solving and turn taking. The staff genuinely cared for the children and knew them all very well. They were nurtured and well cared for. We saw that they enjoyed fresh air and physical play.

Babies enjoyed a healthy lunch, vegan shepherdess cottage pie with green beans and yoghurt and berries. However, the majority of the children did not like the main meal. The organisation should review the menus to reflect the local culture and produce. Babies personal routines mirrored their home routines as they ate and slept on an individual need basis.

The children under three enjoyed well balanced play sessions. The staff team knew the children well, they told us their likes and dislikes. They genuinely cared about the children, they demonstrated a warm and nurturing approach towards the children.

We did see some meaningful self directed play, some of the staff were able to scaffold this play, to further enhance learning opportunities. Children's personal care plans linked well to the principles of the Curriculum for Excellence and the GIRFEC framework. The service had collated information and contained this in the personal care plans. These were child centred. We saw some monitoring of lunch and the learning environment. We suggested more monitoring of childcare practice and how staff are responding to children's personal needs

The medication protocols and storage procedures followed best practice guidance. We saw a member of staff administering medication discreetly and supportively.

The manager demonstrated a commitment to further improve the all round quality of the service. The manager had recently returned to work after a spell of absence, she told us she had made quite radical changes to staff teams. The service was losing a few staff to other employers. We agreed this had impacted in the regular monitoring and evaluation of paperwork and practice.

We saw that in playrooms, a few of the senior staff did not demonstrate strong direction or leadership qualities. This meant for some children, they had little purpose and were involved in solitary play. We agreed it would be advantageous to discuss and clarify the roles and responsibilities of senior staff. We saw there were gaps in quality assurance monitoring and evaluating of the environment and quality of childcare practice. (See recommendation 3).

What the service could do better

We found we often had to ask some staff to support children to meet their personal needs. We saw that there were unnecessary interruptions to some of the children's learning. Sitting in groups and a large group for some time. However, we discussed this with the room manager and she had discussed with the team, they made a decision to try to eradicate this. There was missed opportunities to maximise children's learning outcomes by some staff asking Higher Order Thinking Questions. (Please see recommendation 1).

Some areas of the environment could be improved to ensure the prevention of the spread of infection. We sign posted the management team, to best practice guidance in the Care Inspectorate website The Hub (Please see recommendation 2).

The service should further review and improve quality assurance processes. (Please see recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Children should be encouraged to participate in personal responsive directed play. Staff should be responsive to children's personal needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which states, 'I have confidence in the organisation providing my care and support. I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

2. The service should further improve the prevention of infection controls.

This is to ensure care and support is consistent with the Health and Social Care Standards which states, 5.22 I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment

3. The service should further review and improve quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards which states. The management team should ensure the quality of childcare is meeting best practice guidelines. 4.23 I use a service and organisation that are well led and managed.

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 staff should be implementing best practice guidance to stimulate, support and nurture young children. Babies to three should be comfortable in their environment and be given the opportunity to be surrounded with comforters and should be supported to enjoy outdoor experiences.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 7 March 2017.

Action taken on previous recommendation

This has been met.

Recommendation 2

The childcare practice should be consistent in all the playrooms. All staff should be prepared in best practice to work in any playrooms within the nursery. They should attend training to enable them to implement this practice. All staff should be aware of children's individual needs and cater for these accordingly. Senior staff should be undertaking leadership or supervisory training. This would enable them to direct staff towards best practice implementation for childcare practice and risk assessment for the prevention and spread of infection.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 Confidence in staff.

This recommendation was made on 7 March 2017.

Action taken on previous recommendation

This was not met. This will be carried over in this report. (See recommendation 1).

Inspection and grading history

Date	Type	Gradings
26 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good Not assessed Not assessed
3 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 5 - Very good 4 - Good 5 - Very good
8 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
18 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed Not assessed
2 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
11 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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