

# Inspection report

## Bower Busy Bees Pre-school Centre Day Care of Children

The Stables  
Bower Community Centre  
Bower  
Wick KW1 4TL

**Inspected by:** Dan MacKay  
**(Care Commission Officer)**

**Type of inspection:** Announced (short notice)

**Inspection completed on:** 2 December 2008

**Service Number**

CS2003008548

**Service name**

Bower Busy Bees Pre-school Centre

**Service address**

The Stables  
Bower Community Centre  
Bower  
Wick KW1 4TL

**Provider Number**

SP2003001744

**Provider Name**

Bower PG

**Inspected By**

Dan MacKay  
Care Commission Officer

**Inspection Type**

Announced (short notice)

**Inspection Completed**

2 December 2008

**Period since last inspection**

Twelve Months

**Local Office Address**

Pavilion 5  
Castle House  
Fairways Business Park  
Inverness  
IV2 6AA

## **Introduction**

The Bower Busy Bees Pre-School Centre is located in the rural community of Bower. The premises consist of a main activity room, small activity room, toilet, upstairs activity room with kitchen facility. Outside there is an enclosed play area. The Bower Busy Bees Pre-School Centre has the use of the hall within the adjacent Community Centre and also a nearby grassed outdoor play park. A dedicated garden has also been developed for the children.

Bower Busy Bees is a pre-school partner centre and was managed by a voluntary parents' management committee.

The service is registered to provide a care service to a maximum of 12 children and was first registered with the Care Commission on 1st April 2002.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 3 - Adequate

Quality of Environment - 3 - Adequate

Quality of Staffing - 3 - Adequate

Quality of Management and Leadership - 3 - Adequate

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

#### Staff at inspection

The Senior Play Leader, a Play Worker and a Support Worker were all present throughout the inspection visit. Additionally the Chairperson of the parents' management committee was also present.

#### Evidence

The CCO considered evidence from a range of sources, including: -

Policies and procedures manual

Care standards questionnaires returned to the Care Commission by parents and carers

Certificates relating to training

Evidence of insurance

Discussions with service users and members of staff

Observation of the practice

Examination of the premises

Examination of the service's evaluation and quality assurance arrangements

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

#### Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

#### **Action taken on requirements since last Inspection**

The previous inspection report did not contain any requirements. Four previous recommendations had since been actioned.

#### **Comments on Self Assessment**

Useful self evaluation materials informed the inspection process and the contents of this inspection report.

#### **View of Service Users**

The Care Commission Officer recognises that his inspection visit took place at a time when the service had undergone changes to its previously established personnel arrangements and this reflected in the demeanour of children at the time of the inspection visit. Staff did

their best to deal with the challenges presented to them although the Care Commission Officer considered the atmosphere during the morning session noisy and boisterous.

### **View of Carers**

Four parental questionnaires had been returned to the Care Commission. The following views were offered:-

“Excellent pre school centre. Very high standard of work from play leaders”

All returned questionnaires indicated that overall they were very happy with the service provided.

## **Quality Theme 1: Quality of Care and Support**

### **Overall CCO Theme Grading: 3 - Adequate**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

#### **Service Strengths**

The service asked the views of service users attending the centre by issuing questionnaires. Additional questionnaires have been developed and children are encouraged to complete these by colouring happy or sad faces.

Children's are encouraged to express their ideas and suggestions. 'Wish 'lists' are devised of toys children would like and permission sought from the parents committee to purchase these.

The Centre had regular visits from the health visitor who offered support and advice to the service.

#### **Areas for Development**

The service needed to devise a participation strategy informing ways in which stakeholders could contribute ideas for assessing and improving the quality of the service.

The service's questionnaires, issued to parents, needed to be collated and priorities identified to further develop the service.

#### **CCO Grading**

3 - Adequate

#### **Number of Requirements**

0

#### **Number of Recommendations**

1

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

#### **Service Strengths**

The service had visits each term from an oral educator about tooth brushing and healthy eating.

Healthy snacks were provided to children. The service had a healthy living display.

Regular hand washing routines were encouraged with children.

Members of staff attended regular child projection training which was updated every 3 years.

The centre had developed policies covering health and safety, outdoor play, cleaning of premises, toileting and food and nutrition issues.

### **Areas for Development**

The service had identified the need to share information with parents in more effective ways including the need to re-organise its info. display in the foyer of the premises.

The service needed to consider and review ways in which it maximised the use of the premises in ways which ensured the welfare of service users. Part of such a review is expected to look at room management issues and the ways the service engages with children to create a positive learning experience (free from the distractions and disruptions of larger group activities).

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

## **Quality Theme 2: Quality of Environment**

### **Overall CCO Theme Grading: 3 - Adequate**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

#### **Service Strengths**

The findings for this statement were very similar to those in Quality Statement 1.1

The service has devised questionnaires for parents and children which it intends to use to inform its 'improvement plan'.

The service has undertaken some internal redecoration and quotes from contractors are being sought to further improve the quality of the environment.

An environmental upgrade plan had been devised.

#### **Areas for Development**

The service needed to devise a participation strategy informing ways in which stakeholders could contribute ideas for assessing and improving the quality of the environment.

The service's environmental upgrade plan had a focus on the development of outdoor pursuits as its priority. During the inspection the Chairperson, Senior Play Leader and Care Commission Officer considered the focus should have been on improvement the internal environment at Bower Busy Bees.

#### **CCO Grading**

3 - Adequate

#### **Number of Requirements**

0

#### **Number of Recommendations**

1

**Statement 5: The accommodation and resources are suitable for the needs of the service users.**

#### **Service Strengths**

The children had a wide variety of outdoor play areas.

The local community hall provided gym facilities to the Bower Busy Bees Pre School Centre.

The service had a range of play and learning resources including IT equipment.



## **Areas for Development**

During the visit the Care Commission Officer found the room temperatures very cold with inadequate heating - this issue had been raised during the previous inspection visit.

The floor carpet in the main activity room was soiled and there was a malodorous smell. The upper kitchen area needed a more suitable flooring covering.

The window in the main activity room could not be secured properly and was both a security issue and a draught issue.

The premises had inadequate number of coat pegs for children.

The stair carpet was considered to be grubby and needed to be replaced.

A ceiling poster in the 'messy room' constituted a potential hazard given its proximity to a wall mounted heater.

## **CCO Grading**

3 - Adequate

## **Number of Requirements**

1

## **Number of Recommendations**

0

## **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 3 - Adequate**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

### **Service Strengths**

The findings for this statement were very similar to those in Quality Statement 1.1

The service had an enthusiastic committee of parents who were keen to continue to improve the service.

Parents were involved in the selection of staff appointments at Bower Busy Bees Pre School Centre.

The parent's committee and staff members had been active in fundraising and securing finance to implement their improvement plan.

### **Areas for Development**

The service needed to devise a participation strategy informing ways in which stakeholders could contribute ideas for assessing and improving the quality of staffing.

It was noted at the time of the current inspection that the service had experienced changes in its staffing arrangements and was in a state of transition until a new manager was appointed.

### **CCO Grading**

3 - Adequate

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

### **Service Strengths**

The Senior Play Leader had led the service during a difficult transition following the departure of the previous manager. She was supported by relief staff on occasion.

The Management committee was committed to the service and worked closely with its staff. The service had a good reputation and was proactive with its fundraising.

A new manager was about to be appointed following a recruitment drive.

Despite the changes the service had continued to access staff training wherever possible.

**Areas for Development**

A staff training plan needed to be devised to meet the training needs of the staff group.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1

## **Quality Theme 4: Quality of Management and Leadership**

### **Overall CCO Theme Grading: 3 - Adequate**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

#### **Service Strengths**

The findings for this statement were very similar to those in Quality Statement 1.1

It has been difficult to comment on this theme given the previous manager has left post and a new manager had yet to be appointed.

The previous manager enjoyed an excellent reputation and led the service providing very good standards of childcare, staff training and service development.

#### **Areas for Development**

The service needed to devise a participation strategy informing ways in which stakeholders could contribute ideas for assessing and improving the quality of management and leadership.

#### **CCO Grading**

4 - Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 2: We involve our workforce in determining the direction and future objectives of the service.**

#### **Service Strengths**

The service demonstrated a commitment to continuous improvement.

Staff meetings were held every Friday. These minutes of these meetings were recorded.

A staff appraisal system had been developed.

Members of staff were aware of the improvement plan and the aims of the service.

#### **Areas for Development**

The new Manager, once appointed, will need to review the current service provision and devise a strategy to lead the service throughout 2009. Part of these arrangements will

include the need to involve the workforce in determining the future objectives of the service.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

## **Enforcement**

There has been no enforcement action against this service since the last inspection.

## **Other Information**

Not Applicable

## **Requirements**

1. The premises needed to be upgraded to provide an environment that was fit for purpose which included a new heating system to remedy the current sub standard provision.

This is in order to comply with SSI 2002/112 Regulation 10.2 (a, b & c) - a requirement about the need to ensure premises fit for the provision of a care service

In making this requirement the following National Care Standards were taken into account. Standard 2 - Safe Environment , National Care Standards Early Education and Childcare up to the Age of 16yrs

Timescale for Implementation: An Upgrade Plan to be devised within 2 months. Heating issues to be remedied with immediate effect.

## **Recommendations**

1. The service needed to devise a participation strategy informing ways in which stakeholders could contribute ideas for assessing and improving the quality of the service.

National Care Standards for Early Education and Childcare up to the Age of 16yrs, Standard 13 - Improving the Service

2. The service needed to consider and review ways in which it maximised the use of the premises in ways which ensured the welfare of service users. Part of such a review is expected to look at room management issues and the ways the service engages with children to create a positive learning experience (free from the distractions and disruptions of larger group activities).

National Care Standards for Early Education and Childcare up to the Age of 16yrs, Standard 3 - Health and Wellbeing

3. The service's environment upgrade plan needed to be revised to concentrate of the need to carry out internal improvements within more timeous timescales than those originally identified.

National Care Standards for Early Education and Childcare up to the Age of 16yrs, Standard 13 - Improving the Service

4. A staff training plan needed to be devised to meet the training needs of the staff group.

National Care Standards for Early Education and Childcare up to the Age of 16yrs, Standard 14 - Well Managed Service

**Dan MacKay**  
**Care Commission Officer**