

Care service inspection report

Busy Bee Nursery (Angus) Limited

Day Care of Children

1 Museum Street

Montrose

DD10 8HE

Telephone: 01674 671717

Inspected by: Marianne Bain

Type of inspection: Unannounced

Inspection completed on: 26 February 2013



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Service provided by:

Busy Bee Nursery (Angus) Limited

Service provider number:

SP2007009381

Care service number:

CS2007163705

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

Children were cared for in a bright and welcoming nursery environment and were happy and confident.

Parents were actively encouraged to take part in the life of the nursery and a range of methods had been put in place to ensure good communication took place with them.

What the service could do better

The service intends to progress the quality assurance programme in the nursery.

What the service has done since the last inspection

A new management structure is in place since the last inspection. Currently the service is managed by one of the directors of Busy Bee nurseries and the manager of one of their other nurseries and they are committed to ensuring continuous improvement in the nursery. The service is developing links with other local resources to improve children's experiences.

Conclusion

Babies and children were cared for by warm and caring staff who had developed positive relationships with families.

Who did this inspection

Marianne Bain

Lay assessor: Not Applicable

1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services were previously awarded by the Care Commission are also available on the SCSWIS website.

Busy Bee Nursery (Angus) Ltd. is registered to provide a day care service for children to a maximum of 47 children from birth to five years as per their certificate of registration. The service is provided from a converted building near the centre of Montrose. Accommodation is on two levels and consists of three separate playrooms each with their own toilet and nappy changing facilities (where appropriate). The service has a small fully enclosed outdoor play area and the children also visit other resources in the local community to access fresh air and exercise. As part of the aims and objectives the service states that it aims to 'make the nursery a place with a welcoming atmosphere where parents know they are respected as partners in the education of their children and to ensure that each child develops to his/her potential.'

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection carried out by Inspector Marianne Bain.

The inspection process took place during a visit to the nursery between 9:30 and 16:00 on 26 February 2013.

An annual return and self assessment form had been submitted prior to the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

Evidence from the service's most recent self evaluation

Parental Questionnaires

Observing how staff interacted with the children present

Children's records

Infection control policy

Child protection policy

Discussion with the provider

Discussion with staff

Observation of and discussion with the children

Observation of staff practices

Examination of the environment and equipment

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

The requirement

The provider must ensure that there is liquid soap available in all bathroom areas to enable effective hand washing. This is in order to comply with:SSI 2011/210 - Regulation 4 (1) (a) - a requirement for providers to make provision for the health, welfare and safety of service users. Timescale for implementation: Immediately upon receipt of this report.

What the service did to meet the requirement

Liquid soap was available in all bathroom areas.

The requirement is: Met

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment had been fully completed and identified the strengths of the service and some areas for improvement.

Taking the views of people using the care service into account

Children were all very happy in the service and had built up very good relationships with the staff and each other.

Taking carers' views into account

Five questionnaires were received by the Care Inspectorate before the inspection. They were all happy with the quality of care provided by the service. Further specific comments have been included within the report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

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 used a wide variety of methods for communicating with children and families in seeking their views. These included:

An attractive entrance area with a variety of notice boards providing information about current projects, mind mapping activities, information leaflets, the daily routine and a comments / complaints book.

Children were involved in making decisions about how they spent their time. Staff responded well to children's requests. Mind mapping activities were used which gave children the chance to give their views and feedback on activities and projects.

Daily emails were sent to all parents to let them know how their child had been, what they had been doing during the day and included a photograph of the children enjoying an activity.

Busy Bee nursery have a website with an on line forum where parents can post their views and comments on different aspects of nursery life.

Parents evenings are held twice a year. Parents book a time slot with their keyworker to discuss their child's progress and development.

Parents confirmed during the inspection that the manager and staff are available at any time to discuss any issues that may arise for them.

Areas for improvement

The service should continue to review their very good methods in providing opportunities for children and parents to be involved in the development of the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

A range of written policies and procedures were in place regarding children's health and wellbeing. Staff were putting these into practice, for example, encouraging children to wash their hands before eating and after messy play and using appropriate cleaning liquids. Staff responded immediately when one child said that the soap had run out in the toilet area. A committee, including two parents, had reviewed all of the policies and procedures at the end of last year.

Cleaning checklists were in use in each of the rooms. Staff were aware of their specific responsibilities in maintaining a clean and healthy environment.

Wide ranging risk assessments had been developed to minimise risk to children in a number of situations. These were reviewed and updated on a regular basis.

Accident and incident records detailed specific events in detail and any actions taken. Parents had signed entries to confirm that they were aware of them.

Staff were aware of their responsibilities regarding child protection issues.

Children's daily routine included a good balance of outdoor activities. They had direct access to a small, safe and secure garden area but staff also took children out and about in the locality, for example to local parks and the beach.

The service has strong links with a local care home and had been given part of their garden area. They were using the garden to play outdoors and also to grow vegetables.

Healthy, home made meals and snacks were provided. Children in the pre school room were enjoying bread rolls that they had made themselves for lunch. The management of Busy Bee nurseries are working with a nutritionist to develop seasonal snack menus.

Areas for improvement

Two children were given Calpol due to high temperatures in accordance with the service's protocol. It would be good practice for staff to keep a routine record of children's temperature after being given Calpol even if it has reduced.

The content of medication records could be improved by providing more specific and detailed information. For example, some children had inhalers for asthma which needed to be given through a spacer to be effective. Staff therefore need specific details of how to clean and store the spacer and how to give the inhaler through it. Another example is the storage of eye drops - some of which need to be stored in a fridge. The manager said that she might ask a local health visitor or pharmacist to come in to give advice. See recommendation.

As the nursery will have children needing potty training, the infection control policy needs to have a statement about how staff clean and store potties.

Although children were comfortable, the preschool room felt very cool and staff confirmed that the room was often cold in the winter. A thermometer in the toilets measured 15 degrees. Staff said that the heating was left on overnight when it was particularly cold and the manager said that the fan had been left on overnight which had made the room feel very cold. The manager / director said that a wall had been taken down which could also have affected the temperature in the room. She intends to look at ways of making the temperature in the room more comfortable such as increasing the insulation in the roof space and/ or fitting another radiator.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. It is recommended that the service reviews the administration of medication procedure to include more detailed and specific information as detailed in the report. National Care Standards - Early Education and Childcare: 3 - Health and wellbeing.
2. It is recommended that the service reviews the infection control procedure to include more detailed information regarding the use of potties. National Care Standards - Early Education and Childcare: 3 - Health and wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

See the evidence provided in Quality Statement 1.1.

Areas for improvement

See the evidence provided in Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

A secure entry system controlled access into the nursery.

Visitors signed in and out of the service and a daily register was kept of children's attendance.

A wide range of risk assessments had been developed to minimise any risk to children. Staff were taking children out for a walk and, as a team, were discussing how this would be managed.

Staff had paid attention to the safety and security needs of children. For example, very good systems were in place to monitor sleeping children.

Children were enjoying playing in a safe and secure garden area. The garden area is to be re developed to improve children's experiences.

Areas for improvement

The service said that they intend to continue to review risk assessment processes on an ongoing basis.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

See the evidence provided in Quality Statement 1.1.

Areas for improvement

See the evidence provided in Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

Staff were positive, enthusiastic and confident. They all agreed that they had plenty of opportunity for training and development which was confirmed by checking staff files for training certificates. Staff could access Angus Council training and Busy Bee's own training company events.

All qualified staff were registered with the SSSC. They were committed to their ongoing professional development.

Monthly staff meetings were held to discuss aspects of service development. Staff were working well together in planning for the forthcoming parents evening.

An annual appraisal system was in place where staff's development needs were discussed and planned for.

Areas for improvement

The manager / director was in the process of moving staff within the nursery to improve the match between staff skills and the needs of children.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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

See the evidence provided in Quality Statement 1.1.

Areas for improvement

See the evidence provided in Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

The service is working in conjunction with Angus Council to develop their quality assurance programme. This has included support sessions with the development worker to discuss the service's improvement plan.

The manager was actively demonstrating that she was working to the quality assurance policy which promoted continuous improvement.

The service has just begun to use a "Tree of Knowledge" format in the pre school room to enable staff to document children's learning using a different format. It was too soon to form a judgement on how effective this had been.

Areas for improvement

The manager said that she was aware of the need to further develop self assessment and improvement within the service. They have a number of systems in place which will allow them to evaluate their practices.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

None noted.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
30 Jun 2011	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership Not Assessed
29 Oct 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
31 Mar 2009	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate

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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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