

## Busy Bees @ Castle View Day Care of Children

1 Castle View  
Dunfermline  
KY11 8PF

Telephone: 01383 626 262

**Type of inspection:**  
Unannounced

**Completed on:**  
21 September 2021

**Service provided by:**  
Busy Bees Nurseries (Scotland)  
Limited

**Service provider number:**  
SP2003002870

**Service no:**  
CS2003015075

## About the service

Busy Bees @ Castle View is part of Busy Bees Nurseries (Scotland) Ltd, a private limited company delivering early learning and childcare. Busy Bees @ Castle View registered with the Care Inspectorate on 26 June 2002 to provide a care service to a maximum of 100 children at any one time, from age birth to an age to attend primary school, of whom no more than 32 may be aged under two years.

Situated in a quiet location in Dunfermline, close to Pitreavie Castle, the setting has four playrooms each with their own garden for children to free flow in and out. The surrounding woodland provides children with an opportunity to connect with nature and experience risk in their play.

The setting's vision is 'to give every child the best start in life delivering high quality childcare and exciting opportunities for learning that give every child a head start as they prepare for school'.

We carried out an unannounced onsite inspection of Busy Bees @ Castle View on Wednesday 15 September 2021. We continued the inspection using virtual methodology over the following days. We provided feedback to the manager, area director and childcare advisor on Tuesday 21 September 2021.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme one - Quality Care and Support.

## What people told us

During our inspection visit we observed children enjoying their play experiences, both indoors and out. Some of the older children asked if we would like them to show us around their nursery. With confidence, they told about what they liked to do in each of the areas.

We asked the service to send an email from us to parents to gain their views on the service provided. Eight parents responded to us and a selection of comments are:

'With xx we regularly update her developmental support plan which is fed back to us via the ParentZone app or given to us at pick up. We also have a conversation each drop off and pick up which allows us to discuss any immediate issues or new interests that xx has discovered. After mentioning things in the morning, it is lovely to discover at pick up that nursery has expanded on this during the day. e.g planting peas, gymnastics, spotting birds'.

'We are kept up to date when we collect the children and also via ParentZone. If there is anything urgent then the staff are very good at phoning myself or my husband'.

'The nursery is always asking for feedback on the learning journal, interaction with staff both formal and informal is encouraged and as I've had my kids there for four years or so they make an effort to get to know you as a family'.

'The nursery recently introduced an app which is really good at seeing pictures and interacting with nursery staff. I really enjoy seeing what the children have been up too and a summary of their week. The Learning journal is updated and again I'm encouraged to make comments or add in anything additional. This means we can tie in with any activity that is happening at home. Similarly they are very responsive to your own

routines and making sure that the kids have continuity. Also they encourage individual interests as well which I've been really impressed with for example my son was interested in the planets so they really supported that'.

'Sometimes I feel more could be updated but I appreciate the staff are very busy & due to covid the nursery is under extra stress & pressure'.

'We're invited to engage regularly via email or the ParentZone app to decide on xx care'.

'I'm happy that xx is catered for as an individual. We're regularly asked for parental input on her learning plan and asked if there's anything that the nursery can do to help meet her needs'.

'I think that the staff are fantastic, they clearly care about all the kids. My son is engaged in a wide variety of activities, and I really appreciate that he spends a lot of time outdoors. He has come on a lot due to his time at nursery and gained a lot of independence in terms of feeding himself, putting his shoes on etc. My son is always in a great mood when I pick him up which gives me great comfort that he is happy in his environment'.

'The staff always update whoever collects the children and are very approachable'.

'I think the nursery are great and they keep us well informed and have fun activities for the children and various different nutritious meals, both my children seem to have really enjoyed being at nursery here. I would prefer more photo updates, but I appreciate that taking photos isn't really a priority throughout the day as much as them being present to care for the children. We used to get newsletter updates and we don't get this anymore telling us about staff changes etc, I think this was useful'.

'The team speak with us every drop off and pick up, time is given very well & there's never any rush. Team are very informative and thanks to the app as well the conversation can focus more around the day & what's been learnt, activities etc. The only thing I would add to the app would be a 2-way conversation, at the moment only comments can be left. Other than that, I couldn't speak any more highly of the team and everything they do'.

'I think in the current climate they are doing incredibly well. I would always like more updates and photos however I would also prefer for them to be caring for my children as opposed to be taking photos all day! Hand overs can be a bit rushed but again these are exceptional times and pre COVID it was not this way. The key workers we have had have cared deeply for our children and supported them to levels above and beyond'.

'I struggle with not being able to go into the rooms and collect them as I enjoyed that glimpse of nursery life however I am happy to forgo that for their safety'.

'They are excellent in engaging with my son's interests as well as working with him for things he's working towards. updates aren't as understandably vast when his key worker isn't in'.

'I am informed of my child's day through the app, everything from food, nappy changes, sleep and photos. I can also access his learning journal anytime by asking the team'.

'The nursery is an incredibly friendly and welcoming place. I feel over the years with xx that they are genuinely interested in our family and our feedback. If we have ever had concerns about xx a team member

has called us to talk it through and work out next steps. Again, the daily conversation helped build a relationship where we feel very comfortable and able to discuss anything without fear of judgement'.

## Self assessment

We did not request a self assessment document to support this inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

The service provided a happy, welcoming play and learning environment for children who were observed to be happy, settled and relaxed at nursery. Staff facilitated a culture of empowerment, supporting children to feel respected and loved. Staff were kind, caring and nurturing in their approach and gave children praise and encouragement which helped them feel valued and secure.

Strong, respectful relationships with parents were a key strength of the service, and underpinned much of its work. During the recent pandemic, staff had developed new and creative ways of sharing information about children's play and learning. This supported strong partnerships and effective planning to meet children's needs.

Transitions into, through and out of the setting were arranged well. This demonstrated an understanding for the need to build trust with families with recognition that time and space was needed to build secure relationships. Staff were clear about the need to meet children's needs during horizontal transitions, the ones that occur on a daily basis. This meant that children experienced a homely, stable environment with a sense of belonging as they were all children were able to determine their own routine.

Staff knew children well, responding to their individual needs and respecting their choices and wishes. Therefore, children received the support they needed to reach their full potential. Effective partnerships with other professionals were in place to ensure children's safety and wellbeing and to identify appropriate next steps and strategies based on individual needs.

Children enjoyed eating together in an unhurried and relaxed atmosphere, ensuring a caring and positive social experience. Food choices were nutritious, reflected current guidance and were appropriately adapted for children's individual cultural and dietary needs. Fresh water was available throughout the day and children were encouraged to remain hydrated. Staff were clear about babies weaning stages and we saw staff supporting babies to feed themselves. Babies' safety and emotional security was supported through sensitive sleeping arrangements that enabled them to rest and sleep when they wished to.

All children had free flow access to the outdoors meaning they were able to decide where they played. This demonstrated recognition of the right for all children to play outdoors and impacted positively on their development, health, wellbeing and happiness as they had fun and make independent choices. During our

visit most children chose to play outdoors where we observed content, busy and engaged children who were benefiting from the experiences on offer.

Management and staff had a desire to improve which impacted positively on their ability to deliver improved outcomes. The strong sense of professional development and learning culture meant that staff were supported to reflect on their practice in a meaningful way. Staff were able to describe to us how they used these reflections to bring about positive change to their practice.

The ethos of continuous improvement was reflected by the positive engagement and interaction we experienced from management and staff during the inspection process. As a team, management and staff were keen to tell us about the good work they did and to hear our feedback.

Management acted as role models for the development of positive and nurturing relationships which fostered a warm atmosphere. Staff told us management recognised their contributions which helped them feel valued, supported and motivated to make decisions which led to positive outcomes for children and families. They spoke highly of the management team and the support they received from them.

Quality assurance, self-evaluation, and audit tools were in place and led to continuous improvement. These processes were used well to enable the service to deliver high quality care and support that was tailored towards children's and families' particular needs and choice. Staff were aware of the improvement plans priorities and their role and responsibility in achieving them. All of which helped to bring about positive change to children's experiences and outcomes for them and their families.

## What the service could do better

The setting should continue with their own improvement agenda and culture of continuous improvement.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
4 Apr 2018	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
13 Jun 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
9 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Feb 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
29 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 May 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
21 Oct 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	1 - Unsatisfactory
		Staffing	3 - Adequate
		Management and leadership	1 - Unsatisfactory
5 May 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	1 - Unsatisfactory
17 Sep 2010	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
28 Apr 2010	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	1 - Unsatisfactory
		Management and leadership	2 - Weak
7 May 2009	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak

Date	Type	Gradings	
		Management and leadership	2 - Weak



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