

Bizzy Bees Day Care of Children

Arbroath Friends Of Guiding
21-23 Ogilvy Place
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Telephone: 07359250638

Type of inspection:
Unannounced

Completed on:
7 November 2023

Service provided by:
Bizzy Bees a Partnership

Service provider number:
SP2022000093

Service no:
CS2022000131

About the service

Bizzy Bees provides a daycare of children service in Arbroath. The service is registered to provide care to a maximum of 20 children at any one time between the age of 6 months and not yet attending primary school.

The service is located in a residential area of Arbroath and is close to local shops, parks and the beach.

About the inspection

This was an unannounced follow up inspection which took place on 3 November 2023 between 09:30 and 13:00. Feedback was shared with the service on 7 November 2023 and both providers attended this meeting. The follow up inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed current information about this service. This included registration information, information submitted by the service and intelligence gathered since the last inspection.

Key messages

This was a follow up inspection to report on any progress made by the service in relation to requirements in a serious concern letter which was issued to the providers on 31 October 2023. We have also reported on the requirements and areas for improvement identified within their first inspection in May 2023.

Within this report we have noted where some progress has been made, however, overall, progress was limited and improvements are required. An improvement notice has now been issued to the service.

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

Requirements

Requirement 1

By 8 September 2023, the provider must ensure that every child has a comprehensive and up to date personal plan in place which includes 'all about me' information.

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

- a) Each personal plan includes detailed information and outlines how staff should meet the children's health, welfare, and safety needs.
- b) Personal plans must be signed and dated by parents. A system must also be developed to ensure that all plans are reviewed and updated by parents at least every six months or sooner depending on the individual needs of the child.
- c) All staff have an appropriate understanding of each child's current needs and use this knowledge to fully meet them.

This is to comply with Regulations 4(1)(a) and 5(1) & (2) 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: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 25 May 2023.

Action taken on previous requirement

Personal plans have been developed and now include an all about me section for parents to complete. Some plans still do not include accurate and detailed information in relation to allergies, medical needs and additional support needs to ensure staff have the information required to meet the needs of children. Several forms are not signed and dated by parents and plans are not being used effectively to ensure staff have an appropriate understanding of children's needs.

A serious concern letter was issued to the service on 31 October 2023 in relation to part of this requirement which related to the service not recording enough detailed information to meet the allergy and medical needs of children.

This requirement has not been met and has been included in an improvement notice issued to the service on 8 November 2023.

Not met

Requirement 2

By 8 September 2023, the provider must ensure that appropriate forms are in place to provide consent from parents and provide accurate and current information relating to medication for all children who use the service.

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

- a) Medication consent forms are in place and completed accurately by parents. These forms must adhere to current guidance and include all required information.
- b) Emergency plans and protocols are in place and are being implemented when required for children who require inhalers or other lifesaving medication.
- c) Administration of medication is accurately recorded and shared with parents.
- d) A system is put in place to ensure regular audits of medication and all paperwork relating to medication are carried out.

This is to comply with Regulation 4(1)(a) 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 25 May 2023.

Action taken on previous requirement

Medication processes and procedures were not being well managed by the service. Medication consent forms were not completed in full and not all were signed or dated by parents to provide consent. Administration of medication had not been recorded for children. One child did not have a consent form or emergency plan in place.

Storage of medication required further development to ensure staff could clearly identify which medication belonged to a specific child.

Audits of medication were now being carried out, however, these audits do not provide clear or specific actions to be taken forward.

A serious concern letter was issued to the service on 31 October 2023 in relation to this requirement.

This requirement has not been met and has been included in an improvement notice issued to the service on 8 November 2023.

Not met**Requirement 3**

By 8 September 2023, children must be able to play in an environment that has been appropriately risk assessed to minimise any potential hazards.

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

- a) Risk assessments are developed for all environments within the service.
- b) A risk assessment and plan are developed for the safe evacuation of the building in the event of an emergency.
- c) A risk assessment is developed to ensure the security of the main entrance during pick up and drop off times.

This is to comply with Regulation 4(1)(a) 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: 'My environment is secure and safe' (HSCS 5.17).

This requirement was made on 25 May 2023.

Action taken on previous requirement

Risk assessments are in place for the indoor and outdoor environments. These documents need to be reviewed and updated to ensure they include all potential risks to children and staff. These documents should include the gaps under the boundary fence in the outdoor play area through which a child could leave the service. The service must also include the mitigations being put in place to minimise potential safety risks for children.

The emergency evacuation plan needs to be updated and reviewed to provide clear and accurate procedures to be followed in the event of an evacuation. A contingency plan needs to be developed in relation to providing appropriate shelter for children during an evacuation.

The security of the main entrance is now being well managed.

A serious concern letter was issued to the service on 31 October 2023 in relation to the emergency evacuation procedures for the service.

This requirement has not been met and has been included in an improvement notice issued to the service on 8 November 2023.

Not met

Requirement 4

By 8 September 2023, the provider must ensure that appropriate and effective infection prevention and control measures are put in place.

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

- a) PPE (personal protective equipment) is used appropriately and effectively during nappy changing.
- b) Staff take part in effective handwashing at all appropriate times.
- c) Children take part in handwashing at all appropriate times using warm water.
- d) Toys and resources are appropriately cleaned after use.

This is to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 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 an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24).

This requirement was made on 25 May 2023.

Action taken on previous requirement

PPE is now being appropriately and effectively used during nappy changing.

Staff hand washing and sanitising is taking place, however, the service must be mindful of ensuring hand washing takes place at all appropriate times including prior to serving lunches and before and after nappy changing.

The hand washing and supervision of children should be better managed around mealtimes to ensure children wash their hands effectively prior to eating.

Cleaning schedules have been implemented within the service, however, these do not include the cleaning of toys and resources and there was no evidence of toys being cleaned at the end of each session.

This requirement has not been met and has been included in an improvement notice issued to the service on 8 November 2023.

Not met

Requirement 5

By 13 October 2023, the service must develop and implement quality assurance and self-evaluation to support ongoing improvement within the service.

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

- a) An improvement plan is developed to support ongoing improvement.
- b) A quality assurance calendar is created to support ongoing audits, monitoring and reviews of documents.
- c) An appropriate benchmarking document is introduced to support self-evaluation, reflection and ongoing improvement to support positive outcomes for children.
- d) A system is put in place to ensure that regular appraisal meetings and monitoring of staff practice are carried out and recorded to support ongoing professional development.

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

This is to ensure 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 25 May 2023.

Action taken on previous requirement

The service have an improvement plan in place which focused on developing a quality assurance calendar and developing interactions between staff and children. The improvement plan has not been reviewed or evaluated to show progress made, tasks completed or the impact on children or the service.

A quality assurance calendar had been created for September. This included some training and audits. The calendar has not been updated to show which tasks have been completed or any actions arising from these. Calendars that run until the end of December were shared with us after the follow up visit.

The service has not yet developed a formal approach to the self-evaluation of practice, environments or play experiences for children. Templates were in place which focused on each quality indicator from within the 'A quality framework for daycare of children, childminding and school-aged childcare' document. These have not yet been used or completed by the service to support reflection or self-evaluation.

A consultation with families had taken place through the use of questionnaires. There was a mixture of positive feedback and areas for development that had been shared and identified. The service had developed a 'you said, we did' board in the corridor to show feedback shared by families and to show how some of this would be actioned and taken forward.

There was no evidence of staff appraisals taking place, however, one newly recruited member of staff had recently taken part in a review meeting to support her within her role.

There was no evidence of staff monitoring or supervision taking place within the service.

This requirement has not been met and will be extended to 12 January 2024.

Not met

Requirement 6

By 13 October 2023, the provider must follow safer recruitment guidance during all recruitment processes.

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

- a) PVG checks are completed and clear prior to a staff member starting work.
- b) Two references are obtained prior to a staff member starting work.
- c) An in-depth induction process is completed with each new staff member to support them in their role and support core training to be completed.
- d) All staff are registered with the SSSC within six months of starting in their role in the service.

This is to comply with Regulation 9(1) 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 Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 25 May 2023.

Action taken on previous requirement

The service now ensure that all PVG checks are completed prior to a new staff member being employed within the service.

The service must ensure that all staff have two references in place prior to starting in their role within the service. All references must be clearly dated and include the professional role of the referee.

The service must ensure that all staff are appropriately registered with the SSSC within six months of starting employment with the service.

There was no evidence of induction taking place with newly recruited staff members. The service should implement an approach to develop their induction processes and make use of the 'national induction resource' document to support them.

This requirement has not been met and will be extended to 12 January 2024.

Not met

Requirement 7

By 8 September 2023, the provider must ensure that staff have the appropriate skills and knowledge and are deployed effectively to fully meet the needs of children in their care.

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

- a) Each member of staff has completed all core training to develop their knowledge and skills.
- b) They have a good knowledge of the needs of each child they are caring for.
- c) Staff are deployed effectively to ensure the health, safety and wellbeing of children in their care.

This is to comply with Regulation 15(a)(b) 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 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 25 May 2023.

Action taken on previous requirement

Most staff have now completed core training to support them within their roles, however, some staff still have core training to complete.

The providers and the staff team need to develop their knowledge and skills within child protection. This would ensure that they have the appropriate skills required to identify and recognise possible concerns or signs of abuse. Chronologies have been developed, however, these need to be recorded accurately and clearly to be shared with other professionals if required.

Staff need to continue to develop their knowledge of all children in their care to ensure children's needs can be met to a high standard.

Child protection processes and training was identified within the serious concern letter that was issued to the service on 31 October 2023.

This requirement has not been met and the child protection aspect of this requirement has been included within an improvement notice issued to the service on 8 November 2023.

Not met

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's overall wellbeing, staff should be supported to develop more nurturing, caring and responsive practice and engage with children through quality interactions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19); and 'As a child or young person I feel valued, loved and secure' (HSCS 3.10).

This area for improvement was made on 25 May 2023.

Action taken since then

The providers should continue to support the development of nurturing, caring and responsive practice within the service to ensure children's needs are being met.

Interactions continued to be minimal during engagement between staff and children and during any play experiences.

This area for improvement has not been met.

Previous area for improvement 2

To support and develop children's wellbeing, independence and life skills, the service should develop their mealtime experience to provide a safe and well managed social experience for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible' (HSCS 1.35).

This area for improvement was made on 25 May 2023.

Action taken since then

Mealtime experiences should continue to be developed to create safe and social experiences for children. Interactions and engagement between staff and children was minimal during the lunchtime experience. Staff should sit with the children and engage with them throughout the mealtime experience and minimise opportunities for children to leave the table while eating.

Staff must ensure they know who each lunch bag belongs to before serving up meals.

Staff should also develop their knowledge of 'Good practice guidance: prevention and management of choking episodes in babies and children' to ensure the safety of children throughout mealtimes.

The service should ensure that hands are effectively washed prior to children eating and should ensure that children's hands and faces are cleaned after mealtimes.

This area for improvement has not been met.

Previous area for improvement 3

To support and develop play experiences for children, they should be meaningfully and actively involved in leading their play and learning through a balance of spontaneous and planned high quality experiences that promote children's choice and independence.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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 area for improvement was made on 25 May 2023.

Action taken since then

The environment would benefit from being more inviting and homely to encourage and support children to be curious, creative and develop their imaginations.

A wider range of toys and play resources should be made available to encourage children to lead their own play and learning through fun play experiences.

Children should be provided with the opportunity to develop their creative skills through leading their own play with support from an adult when and if required. The use of provocations would support children's development.

Children did not access the outdoors during our visits which would have provided the opportunity for a wider range of play experiences.

This area for improvement has not been met.

Previous area for improvement 4

To promote and sustain a shared vision for the setting the provider should involve children, staff and families in a meaningful consultation to create a vision that reflects the aspirations of children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

This area for improvement was made on 25 May 2023.

Action taken since then

As yet, this has not been taken forward by the service.

This area for improvement has not been met.

Previous area for improvement 5

To keep children safe and support their health and wellbeing, the provider should ensure ratios are met at all times throughout the day and ensure that adequate numbers of staff are working within the service to fully meet children's needs, particularly over busier periods of the day.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15); and 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible' (HSCS 1.35).

This area for improvement was made on 25 May 2023.

Action taken since then

Ratios were met during both recent visits to the service. However, the providers should be mindful of the skill mix of staff who are working together each day.

Less experienced staff members should be appropriately supported to meet the needs of children and provide quality experiences.

This area for improvement has not been met.

Complaints

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

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