

Busy Bees @ Glenrothes Day Care of Children

Cos Lane
Glenrothes
KY7 4AH

Telephone: 01592 750 501

Type of inspection:
Announced (short notice)

Completed on:
19 February 2024

Service provided by:
Busy Bees Nurseries (Scotland)
Limited

Service provider number:
SP2003002870

Service no:
CS2003007520

About the service

Busy Bees @ Glenrothes is one of a group of nurseries run by Busy Bees Nurseries (Scotland) Limited. The nursery operates from purpose-built premises that includes four playrooms, kitchen, dining room and large outside play space. The nursery runs throughout the year and is registered to care for a maximum of 95 children.

The care service will operate Monday to Friday between the times of 07:30 to 18:00. Children must be based within designated area.

This was a focused follow-up inspection, to evaluate how the service has addressed a requirement which was made on 25 September 2023, as a result of a complaint investigation.

This inspection was carried out by two inspectors from the Care Inspectorate.

About the inspection

We undertook a virtual inspection and spoke with the manager, who was accompanied by the depute manager. We also looked at the evidence provided to evaluate if the service had successfully met the requirement made at the complaint visit. Two inspectors undertook this virtual inspection.

Key messages

Children were safeguarded because the service had ensured that staff and management had a clearer understanding of their roles and responsibilities in relation to following the service child protection policy and procedures.

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

Requirements

Requirement 1

In order to keep children safe and protected the provider must, as a minimum ensure that:

- (a) the manager has a clear understanding of the service's child protection policy and procedures
- (b) the manager can confidently, and competently, manage a child protection concern
- (c) the manager has a clear understanding of their responsibilities to refer any concerns onto the lead agencies.

To be completed by: 01 November 2023

This is to ensure care and support is consistent with Health and Social Care Standard 3.20: I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

This is in order 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 requirement was made on 25 September 2023.

Action taken on previous requirement

The manager confirmed that child protection training had been organised by Fife City Council.

In-house training in relation to safeguarding for child protection lead officer had also been organised for both manager and deputy manager to attend.

Minutes of staff meetings confirmed that child protection was a standing agenda item.

The manager confirmed that staff had many opportunities to develop their confidence, knowledge and reflect on practice in relation to what may constitute a child protection concern.

The manager described how all staff were more comfortable in recognising and alerting the child protection lead to any concerns that they may have had.

Using the local authority child protection flow-chart allowed staff to quickly view if the concern required to be escalated to the lead agencies.

The manager told us that there was clear guidance in place to support the depute manager in her absence.

Training undertaken by the staff team gave them a better understanding of the information that needed to be logged in children's chronologies.

Keeping clear chronologies allowed staff and management to detail any concerns and identify the action required to be taken to keep children safe.

The manager confidently described the actions that would be taken if a parent, child or other staff member disclosed an allegation of abuse in relation to staff working within the service.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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