

Busy Bees at Forres Street Day Care of Children

4 Forres Street
Edinburgh
EH3 6BJ

Telephone: 01543 678 593

Type of inspection:
Unannounced

Completed on:
1 March 2024

Service provided by:
Busy Bees Nurseries (Scotland)
Limited

Service provider number:
SP2003002870

Service no:
CS2017354651

About the service

Busy Bees at Forres Street is registered to provide a care service to a maximum of 85 children aged between the ages of three months and primary school age entry.

The service is located in the centre of Edinburgh close to local amenities including parks, shops and transport links. Children are accommodated over four levels of a townhouse and there is a small garden to the rear of the property.

About the inspection

This was an unannounced follow up inspection which took place on Monday 26 February 2024 between the hours of 09:00 and 17:00. We returned on Tuesday 27 February 2024 between the hours of 9:00 and 16:05 to continue with the inspection.

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

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

In making our evaluations of the service we:

- spoke to and interacted with children using the service
- spoke with staff and the management team
- observed practice, daily routines and children's experiences
- reviewed documents relating to children's care and the management of the service
- took into account discussions with families and feedback we received from 21 families via an online survey we issued.

We provided feedback to the management team on Friday 1 March 2024.

Key messages

One requirement and seven areas for improvement were made at the previous inspection.

Improvements had been made to the quality assurance processes to ensure children's health and safety on outings. As a result, the requirement was met.

Whilst some progress had been made, the seven areas for improvement were unmet. Further improvements were needed to ensure systems and staff practice were consistent and effective to support positive outcomes for all children.

Children's personal plans had improved to support the gathering and reviewing of information about their individual care needs and strategies of support in consultation with families. Further progress was needed to support the evaluation of children's strategies of support to ensure that information was effectively reviewed with families and also known by all staff.

Children experienced kind, caring and warm interactions from most staff. Ongoing progress was needed to ensure all staff were effective in their interactions with children to support and extend their learning opportunities and experiences.

Ongoing improvements were needed to enhance children's indoor and outdoor play spaces and resources to reflect their current interests and extend their play and learning opportunities.

Ongoing reflective discussions and self evaluation had helped the service identify and plan for improvements across the service. The service had shown a commitment to working in partnership with key partners to support ongoing positive changes and improvements.

Further improvements were needed to ensure that the deployment of consistent and experienced staff across the setting effectively supported children's opportunities and experiences throughout the day.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our leadership?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How good is our leadership?

3 - Adequate

At the previous inspection we evaluated this key question as weak. However, improvements made by the service had resulted in a re-evaluation to adequate.

Quality Indicator 3.1: Quality assurance and improvement are led well

We have outlined the progress made by the service in the sections of this report headed: 'What the service has done to meet any requirements made at or since the last inspection' and 'What the service has done to meet any areas for improvement we made at or since the last inspection.'

The service had shown commitment to creating a culture of continuous improvement through the development and implementation of effective quality assurance processes to ensure children's health and safety. For example, improvements had been made to monitor effective staff practice, outing procedures and risk assessments. This meant that approaches were robust to ensure children's health and safety on outings. As a result, the requirement made at the previous inspection had been met.

Progress had been made to the area for improvement made at the previous inspection to support the involvement of families, children and staff in the assessment of the service. However, this area for improvement had not been met and remains in place (see area for improvement 6 in 'What the service has done to meet any areas for improvement we made at or since the last inspection.')

The service was still going through a period of transitional change with interim management arrangements in place throughout the week. Some improvements made to support the involvement of families included regular newsletters and online communication about any changes to the service. A display in the foyer had also been developed to outline the service's improvement plan and the action taken to support ongoing improvements.

Ongoing progress was still needed to embed into practice the improvements made. By continuing to develop meaningful engagement opportunities, this would support families, staff and children to influence change within the setting. For example, plans were in place to seek the views of families on aspects of the service through regular surveys. Further progress was also needed to ensure that feedback from staff about how to support improvements, including within the environment, was actioned promptly. For example, requests for additional resources. A record about the action taken as a result of any feedback received should be clearly recorded as well as the impact on outcomes for children as a result. This would demonstrate that families, children and staff views would be valued to support ongoing continuous improvements to the setting.

Feedback we received from some families outlined that they would like more communication and a consistent approach to information provided to them about their child's daily experiences from staff and online. This would support families to be kept up to date about their child's daily indoor and outdoor experiences and progress.

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

Requirements

Requirement 1

By 22 October 2023, the provider must ensure that they have developed and implemented an effective system of quality assurance to monitor and improve all areas of practice to ensure children's health and safety and improve overall outcomes for children.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 4 - Welfare of users (4) (1)(a) make proper provision for the health, welfare and safety of service users.

This is to ensure that 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 21 September 2023.

Action taken on previous requirement

Improvements had been made to the quality assurances systems to monitor and ensure effective staff practice in relation to children's health and safety.

This had included the development and implementation of a robust system when children went on outings in the community. Further training had been carried out with staff about the risk assessment information related to outings and the procedures to follow. Staff from the management team had accompanied children and designated staff on outings to ensure they had the necessary skills to ensure children's health and safety on outings, and that they clearly understood the procedures to follow. This included ensuring children were accounted for at all times and following appropriate road safety measures. Medication and associated documentation was also taken on outings to ensure children's health and wellbeing needs were known by staff and would be supported effectively. Outing evaluation forms had also been developed to support staff to reflect on outing experiences and consider any ongoing improvements with the management team.

Other systems and processes to ensure children's health and safety and improve overall outcomes for children included:

Children's personal plan information including medication and strategies of support and accident forms were reviewed and monitored by the management team. This helped the management team to ensure that information was completed and reviewed in line with procedures and best practice.

The development of an action plan and a quality assurance floor book was used to demonstrate the progression of identified areas for improvement. For example, staff skills and knowledge had been improved through pedagogy and schematic play training, the use of online systems and completion of checklists to ensure children's safety.

We acknowledge that the service is moving into a further period of transition with a new manager and additional staff due to start employment in the setting.

Therefore, quality assurance audits and systems should continue to be embedded into practice to support ongoing improvements. This ongoing progress has been outlined in the restated areas for improvement in this report.

Met - within timescales

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

The provider should ensure that all children receive nurturing care and support that is right for them and meets their needs. Effective use of personal planning should support children's overall wellbeing.

In order to achieve this, the provider must at a minimum:

a) ensure each child's personal plan reflects their current needs and sets out how these needs should be met; and

b) ensure that plans are developed in partnership with parents and children (where appropriate), and are reviewed and evaluated at a minimum of six-monthly intervals or sooner where required.

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 area for improvement was made on 21 September 2023.

Action taken since then

We viewed a sample of children's personal plans throughout the setting. Improvements had been made to the development of children's personal plan information. Information was clearly documented to outline when reviews had been carried out in consultation with families, any changes to their care needs and recording any significant events or additional information held such as individual risk assessments or meetings to support their care needs. For example any dietary or medical needs. An overview of this information was also provided to all staff to outline the identified strategies of support. This helped ensure staff were knowledgeable of children's individual care needs and how to support them.

Further progress was now needed to ensure the effective use of all children's personal plan information to support children's overall wellbeing. This should include assessing and evaluating any identified strategies of support for children in consultation with families. Personal plan documentation should continue to be developed to help clearly outline the detail of any changes about children's care and support needs. This would facilitate a consistent and effective approach by all staff.

Feedback from some families indicated that they did not all feel fully involved in their child's care, including developing and reviewing their personal plan. We discussed with the service that sharing further information with families about the review process and the opportunities available to discuss their child's changing care needs and interests would be beneficial.

Being able to build relationships with consistent staff to support the sharing of information to and from families would ensure that children's care and support needs are kept up to date and planned for effectively by staff. This would support all children to be able to reach their full potential.

This area for improvement has not been met and will remain in place.

Previous area for improvement 2

To ensure all children experience a lunchtime that is calm, nurturing and supportive, the management team and staff should continue to improve the mealtime experiences. This should include enhancing opportunities for children to learn new self-help skills and independence.

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); and 'If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible' (HSCS, 1.38).

This area for improvement was made on 21 September 2023.

Action taken since then

Some progress had been made to improve upon the mealtime routines including the use of best practice guidance and videos to support ongoing improvements. Children experienced mealtimes that were calm and unhurried. Children were kept safe at mealtimes as their dietary needs and personal preferences were known and catered for by staff. Staff sitting with children meant that they supported social interactions and were able to help children when needed. Some older children were able to pour their own drinks at the table, serve some foods and clear their crockery away after eating with the support of staff.

We discussed that further improvements were needed to support a consistent approach to mealtimes across the setting and to enhance opportunities for children to learn further self-help skills and independence. For example, involving children in the preparation and setting of the table, more opportunities to serve their own foods and the deployment and role of staff throughout the mealtime routine.

This area for improvement has not been met and will remain in place.

Previous area for improvement 3

To ensure all children experience positive interactions and consistent, nurturing care, the provider should support the service to further develop staff skills, knowledge and practice through effective training, learning and mentoring opportunities.

This is to ensure that care and support is consistent with the 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 area for improvement was made on 21 September 2023.

Action taken since then

Staff were kind and caring in their approach. For example, staff supported children during their play experiences and provided help as well as comfort when needed. Feedback we received from families included 'The staff are very caring and know my son well, they support him in learning and developing and give meaningful feedback at the end of each day.'

Some progress had been made to develop staff skills, knowledge and practice to support positive interactions with children.

For example, through regular team meetings and in house training to support staff practice including training on pedagogy and schematic play. As a result, children generally experienced caring interactions and support from staff throughout the day. Further training to support staff interactions was also due to be implemented.

We acknowledged that the service is in a period of transition. Due to staff changes, relief staff from other settings and agency staff were supporting children throughout the day. Some staff also supported different playrooms throughout the day to support the routines of the day and staff working patterns. This meant children did not consistently experience high quality interactions and there were some missed opportunities by some staff to enrich children's play and extend their learning.

Most children were engaged in their play. However, children would have benefitted from additional staff and consistent support from staff throughout the day. This would have enabled them to continue to build upon relationships with staff. Further progress was also needed to ensure that staff know the intentions of the experiences and resources provided for children to be able to extend and respond to their interests and learning opportunities effectively.

This area for improvement has not been met and will remain in place.

Previous area for improvement 4

To support children's progression in their learning and development, observations should be regularly recorded and shared with families and identify children's progress in their learning. Next steps in children's development should be meaningful, achievable and monitored to ensure children are supported well to reach their full potential. Planning processes should be reviewed, clarified and improved.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

This area for improvement was made on 21 September 2023.

Action taken since then

Some progress had been made to develop staff skills and the procedures to follow for recording of observations of children and the documentation of their learning and development progress online with their family. This included providing staff with additional training to support their practice and ensuring that all children had a minimum set number of observations and information shared with families online. A tracking sheet had also been developed by the management team to monitor the observations for each child to ensure there was a consistent approach. Feedback we received from one family included 'The staff are very caring and know my son well, they support him in learning and developing and give meaningful feedback at the end of each day.'

However, feedback from families indicated that they would like more meaningful feedback about their children's day and progress from staff and also online. Some feedback included, 'Handovers are very basic at pick-up times. 99% of the time we just hear they have had a good day and have to press for more information. The app isn't used to showcase anything they have been doing during the day except for nappy changes/sleep times/meal times. We aren't informed of any of the activities our child is doing that helps with their learning and development' and 'If unable to make a parents evening, I would still have liked a report of some kind to inform me of my child's progress within the nursery.' Ensuring a consistent approach across the setting about the information provided to families was to be progressed and monitored by the management team.

Further progress was needed to ensure that there was a consistent approach by all staff to ensure that the planning of children's experiences was meaningful and the intended outcome for children's learning identified. For example, consideration should be given to the relevance of an activity or experience taking into account of their interests and stage of development. While planning approaches supported responding to children's interests and photographs of children's experiences, these needed to be further developed to clearly outline the action taken as a result and the evaluation of the learning experience to support all children to reach their full potential.

This area for improvement has not been met and will remain in place.

Previous area for improvement 5

In order to enable children to engage in a full range of meaningful and purposeful play, the provider should review and enhance the quality and opportunities within the indoor and outdoor play environment. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

This area for improvement was made on 21 September 2023.

Action taken since then

Some progress had been made and most children were engaged in the play experiences provided. However, resources and children's experiences varied across the setting. In some rooms, resources were limited, needed replaced or were not always accessible due to room closures. This meant opportunities for children to lead their own play and be involved in purposeful play were limited. For example, the home areas and quieter comfortable areas. Feedback we received from some families included, 'Some of the toys (smaller toys like vehicles etc) need to be replaced as they are quite old/broken.'

The outdoor garden was not fully set up prior to children's use or inviting for children. For example the outdoor kitchen area. Some old resources were also waiting to be removed. To improve children's experiences outdoors, this space could be enhanced with natural experiences for the children including potted plants to help care for and bird feeders to attract birds.

Some children had outdoor opportunities in small groups either in the garden to the rear of the property or the nearby community garden. However, not all children had access to outdoor play during the day. Feedback from parents also indicated that their child did not always have daily opportunities for outdoor experiences. Comments included 'I also don't think the children are going outside enough. Even if it is to explore the garden at the back of the nursery. We provide wet weather clothing so raining isn't an excuse for them not to go out!'. Ensuring all children experienced daily outdoor opportunities was to be actioned and monitored by the management team.

This area for improvement has not been met and will remain in place.

Previous area for improvement 6

The provider should involve parents, staff and children in continually assessing the service. Having a clear improvement agenda will allow the service to identify and take forward areas of improvement with parents and children as partners.

This is to ensure the service complies with the Health and Social Care Standards (HSCS) which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19).

This area for improvement was made on 21 September 2023.

Action taken since then

Progress had been made to support the involvement of families, children and staff in the assessment of the service. However, these processes needed to continue to be developed and embedded into practice to support further improvements and meaningful engagement opportunities for families, staff and children.

Ongoing opportunities to support families, staff and children to be involved in the assessment of the service included:

- regular newsletters and online communication shared with families about any changes planned including the management changes
- a display in the foyer to share the improvement plan with families and the action taken to support improvements
- an open evening for parents to enable them to view the environment and photographs showing examples of children's experiences
- team meetings and involvement of staff about how to support communication with families
- development of floor books and responsive planning approaches helped to document children's feedback and interests
- plans were in place to seek the views of families through regular surveys
- observations of the rooms had been carried out by the management team and staff about what improvements were needed, however information about the action taken as a result should be clearly documented to support positive outcomes for children
- more opportunities were needed to enable children to give their views and make choices throughout the day including access to daily outdoor play opportunities.

This area for improvement has not been met and will remain in place.

Previous area for improvement 7

To promote consistently positive experiences for all children, the provider should support the management team to effectively review the deployment of staff responsively across the day to ensure there is the correct mix of skills, knowledge and experience available to support all children.

This is to ensure that care and support is consistent with the 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 area for improvement was made on 21 September 2023.

Action taken since then

Some progress had been made by the management team to review the deployment of staff including taking into account a mix of staff skills, knowledge and experiences to support children. There were sufficient staff on duty to meet the required staff to child ratio. However staff deployment at times was ineffective to meet all children's needs. For example, not all children experienced outdoor opportunities each day.

Feedback from some families included, 'the staff dealing with my son are very good and they know my child very well and likewise he knows each of them very well' and 'I appreciate the endeavours to keep bank staff to a minimum, keep the same staff wherever possible, move staff between other settings in the chain, all have had positive effects in a difficult sector. Good communication about the challenges and strategies has encouraged trust and reassurance.' Other families indicated that they were concerned about the turnover of staff in the setting and that there was not enough staff. Some comments included, 'more stable staffing, which we understand they are working towards and their communication about the difficulties has been good.'

Since the previous inspection, significant staff turnover had taken place and staff absences were being supported by external agency staff and in house relief staff. Although some staff had completed their qualification, we discussed that their continued learning was ongoing and opportunities to work with experienced staff was needed to ensure children experience high quality experiences throughout the day.

Further deployment of consistent staff would help improve children's experiences and opportunities. Some staff had to be reminded or directed in their role. Therefore, clear expectations of staff about their roles and responsibilities within the room would be beneficial. This should include the setting up of an inviting environment throughout the day and the planning of children's learning experiences. Consistent staff deployment would also support positive relationship building for children and their families. Sharing with families, who is caring for children in their designated room throughout the day would demonstrate the effective planning of staff deployment.

This area for improvement has not been met and will remain in place.

Complaints

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

Detailed evaluations

How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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