

# Busy Bees @ Glenrothes Day Care of Children

Cos Lane  
Glenrothes  
KY7 4AH

Telephone: 01592 750501

**Type of inspection:**

Unannounced

**Completed on:**

4 February 2020

**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.

We wrote this report following an unannounced inspection, which took place on 4 February 2020 between 09:30 and 16:30. We fed back the findings of this inspection to the manager, external manager, quality advisor and the assistant manager.

The inspection was carried out by one Care Inspectorate early year's inspector. We focused on two themes Care and Support and Staffing. We chatted to staff and parents and viewed various documents, big floor books and the Quality Assurance folder.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

Nine parental questionnaires were returned prior to the inspection visit. Some comments included:

"Staff were extremely supportive, compassionate and understanding of our family during difficult circumstances, and this was a hugely important aspect of our coping with this time.

Nappy changing/cleaning could be more thorough. I would expect my child to be cleaned as if I had done it myself, and do not believe that any staff member should not shy away from proper cleaning for fear of being overly intimate."

"Both of my children attend Busy Bees nursery and both enjoy it and look forward to going. Every member of staff is friendly and approachable."

"Staff are amazing in every room, my daughter has been in since 10 months old. Very supportive towards myself also. Helped development and reaching milestones (i.e Toileting) Encourages outdoor play all year round."

"Always greeted really well when I pick my daughter up. Warm, approachable."

"My daughter is always happy!"

"My 4 year old daughter has been at this nursery since just before 2 years of age. She absolutely loves every session. The staff are amazing, food cooked is fantastic (I am fortunate my child has a great appetite therefore eats everything). The facilities are great. Have recommended to many and will be putting my younger daughter in, when I return to work. No faults at all."

## Self assessment

We did not request a self assessment at this time.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Babies enjoyed nurturing and stimulating experiences. Tweenies were busy, engaged and inquisitive, we enjoyed reading stories to a few of those children. We discussed that the babies should have more opportunities to enjoy fresh air and have physical challenges. Children enjoyed a healthy, home made, well presented lunch. Younger children were supported to be independent and enjoy an unhurried lunch experience. The respectful ethos of the service meant children and families were valued. Parents told us they were welcomed and included in the service.

Children were assigned a keyworker, this was effective especially if children faced challenges. The majority of the children were calm, confident and empowered to self direct their own play. Younger children were encouraged to use their natural curiosity and investigative skills to explore and learn. We saw some older children participating in outdoor risky play, negotiating the rules to their game. The tweenies' enjoyed outdoor play negotiating space on the bikes. We saw a member of staff using skilful questioning to extend a problem solving learning experience at the sand pit.

Staff demonstrated an understanding of protecting children from harm and were aware of child protection procedures. The service followed best practice medication procedures.

Children's personal care plans were linked to the principles of the Curriculum for Excellence and the Getting it right for every child (GIRFEC) framework. The service had collated information which was contained in the personal care plans; these were child centred. Identified plans included the assessment and review of developmental needs.

Three staff questionnaires were returned prior to the inspection visit. All stated they felt supported and well informed. One comment stated:

"Happy coming to my work on a daily basis. Good positive staff team who work hard. Proud of the nursery and the care we provide for service users, staff and outside agencies. Began Level 4 qualification, good support given by the Busy Bees training academy."

Staff demonstrated that the majority of the children were being supported to maximise their own potential. The staff team demonstrated a sound understanding of meeting the needs of individual children. Staff showed genuine kindness towards the children. They had attended various training sessions including child protection, first aid and enjoyed the company's learning app "UP." They enjoyed the virtual training academy e learning. Staff discussed best practice guidance at staff meetings and told us they recently discussed behaviour management.

We could see that staff were encouraged to plan, monitor and evaluate children's experiences. This was recorded in the quality assurance big floor books.

Staff told us they meet regularly with the manager for one-to-one support and supervision. They also met regularly to plan and discuss developments. Staff worked well as a team. The majority of the staff team were well-trained and highly motivated. They were all registered with the Scottish Social Services Council (SSSC).

## What the service could do better

We discussed that the manager should ensure the area where babies milk formula is prepared, should be very clean. The sink area should only be used for this purpose.

The management team should further improve the balance and flow of the play session in the 3-5 year olds playroom. Learning experiences should flow and staff should avoid interruptions to stopping and starting children's learning and play.

Some children were seen running around aimlessly indoors and outdoors, there were no purposeful learning intentions or outcomes for these children. We agreed that the management team would tackle this by monitoring and evaluation.

The service should follow best practice safe sleeping practices for some of the younger children.

A few of the staff should be more familiar with best practice guidance, to enhance higher order thinking skills. Children should be empowered to maximise their own learning potential by staff using skilful questioning.

We advised that the staff team should familiarise themselves with Adverse Childhood experiences.

As already identified by the manager, the nursery should further improve loose part play outdoors.

## 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
29 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
15 Aug 2016	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
13 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Sep 2013	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
12 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
14 Oct 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
12 Nov 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Nov 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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