Busy Bees @ Newhaven
Day Care of Children

David Lloyd Leisure Centre
Newhaven
Edinburgh
EH6 4LX

Telephone: 01314 674 647

Type of inspection:
Unannounced

Completed on:
16 June 2023

Service provided by:
Busy Bees Nurseries (Scotland) Limited

Service provider number:
SP2003002870

Service no:
CS2003011942

About the service

Busy Bees @ Newhaven is provided by Busy Bees Nurseries (Scotland) Limited and is registered to provide a day care of children service to a maximum of 66 children. This included:-

WITHIN THE NURSERY:
To provide a care service to a maximum of 58 children aged 0 - Primary School age of whom no more than 26 shall be aged under 2 years.

WITHIN THE CRECHE:
To provide a care service to a maximum of 8 children aged 0 - Primary School Age.

The nursery is located within the David Lloyd Leisure Centre in Edinburgh with local amenities and transport links nearby. The nursery accommodation is located on the ground floor and includes office space, toilet facilities, three playrooms and a creche room. Two of the playrooms have direct access to designated outdoor garden space.

About the inspection

This was an unannounced inspection which took place on 15 June 2023 between 09:00 and 16:50. 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 with staff and management
- observed practice, children's experiences and daily life
- reviewed documents.

Key messages

- Staff were knowledgeable about children and supported individual needs
- Most children benefitted from an enriched outdoor experience
- Staff and management were committed to the ongoing development and improvement of the service
- Risk assessments that were in place needed improvement
- Improvement plan priorities need to be further developed and recorded to reflect changing needs of the service

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 care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning? 4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 1.1 Nurturing care and support

Children were welcomed into the nursery by staff who knew them well. We observed kind and nurturing interactions between staff and children which helped them to feel safe and relaxed in their care. Children were confident in approaching staff for support and enjoyed positive relationships with them. Older children had developed friendships which supported their wellbeing and their enjoyment of nursery.

Personal plans were in place. We looked at a sample of these plans and found the information in them was reviewed with parents at least once every six months. Where children had additional support needs enhanced plans were in place. These detailed and identified specific strategies to support children's individual needs. This helped to ensure staff had the information they needed to care for children and meet their needs.

We looked at the services medication procedures and these were in place and were sufficient in recording to ensure that children's needs were met and they were kept safe.

Children were able to sleep and rest. Care was taken to ensure that children followed their home sleep routines. Maintaining these routines helped children to settle and respected their needs. Staff checked sleeping children on a regular basis, this helped ensure children were safe while they slept.

Snack and mealtimes were well considered to ensure children had a balanced and nutritious meal. Staff sat with children, the experience was relaxed and sociable which encouraged children to sit for longer meaning that they could have an unhurried and fulfilling mealtime.

The service includes a creche facility. This was, at times due to staffing issues, used to provide ad-hoc care for nursery children. Staff told us that nursery parents were not always made aware of this. While ratios were maintained we found that this was negatively impacting children's nursery experience. For example, there was no natural lighting and they had little or no opportunity to experience outdoor play during their hours there. There was also a concern about children's play and learning opportunities due to limited play provision for children's age and stage of development. The creche facilities had been highlighted as an area for improvement in previous reports (see area for improvement 1).

Quality Indicator 1.3 Play and Learning

Most children were busy and occupied while in the nursery. They had fun as they played with their friends. Children were able to move freely around the playrooms. Staff encouraged children to be independent by setting out resources where they could be accessed without adult help. This allowed children to be involved in planning activities and deciding where to place them.

Children could choose from a wide range of resources and staff supported as necessary to extend their experiences. Loose parts play was highly promoted and this supported children's curiosity, critical thinking

and creativity. Children were interested in their environment, they asked questions and talked to staff about their experiences. Some staff were skilled in responding to children in ways which challenged them, encouraged them to think independently and to develop a better understanding of their world.

Regular outings to parks and places of interest further afield, gave children opportunities to learn about nature and become familiar with the local community. Children were also able to experience energetic physical play which supported the development of strength and confidence in their bodies.

Children in the older age groups benefitted from outdoor access which supported children's choice of where to play and their physical wellbeing. The younger children did not always have the opportunity for outdoor play and we discussed with the management team how this could be further extended. This would ensure all children had regular opportunity to access fresh air and extend their physical skills and coordination.

Areas for improvement

1. To ensure children's experiences and outcomes are as positive as possible. Consideration should be made to ensure nursery children are not provided care in the creche facility.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that ''My care and support meets my needs and is right for me (HSCS 1.19).

How good is our setting? 4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 2.2 Children experience high quality facilities

Nursery playrooms benefitted from natural light and were well ventilated. Children had space to move around freely. However, as identified at previous inspections the creche facilities lacked access to natural light and outdoor access. This limited children's independence and choice.

The garden spaces offered to older children daily provided opportunities for a number of outdoor and active play experiences. The area was reviewed regularly to ensure it met children's needs and interest. This promoted children's wellbeing. For younger children there was limited access to outdoor space.

Staff were aware of the importance of encouraging children to follow good hygiene procedures in order to minimise the risk of infection. Toilet areas were well stocked with soap, paper towels and tissues. This supported the health and welfare of children.

Children's meals were cooked on the premises. The cook had information about allergies and food preferences. This information helped ensure that children received food which was safe for them and which they enjoyed. Meal times in the pre school room were a social event. Older children were developing confidence and independence by serving themselves. Staff sat with children encouraging social skills and conversation.

Risk assessments were mostly in place for the playrooms and outdoor areas. Staff were given responsibility for ensuring these were checked regularly and for reporting any concerns to the manager. However risk

assessments lacked appropriate information about accessing outdoor areas as well as moving children through areas the service used (see area for improvement 1).

Areas for improvement

1. To promote a safe and secure environment, risk assessments should developed to include:
- moving children through the service areas
- play spaces for the youngest children

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that 'My environment is secure and safe' (HSCS 5.19).

How good is our leadership? 4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 3.1 Quality assurance and improvement are led well

Staff told us that although the management arrangement had been changeable they felt the temporary manager and deputy manager were approachable and supported them well.

The temporary manager and deputy manager told us they were in the early stages of working with staff on reintroducing formal improvement planning processes. This evidenced their commitment to the continuous development of the service.

The management team understood the importance of effective communication with families using the service. They oversaw the development of a regular news letter. Most recently the change in management structure was noted in communications. This helped evidence how the service valued the opinion of families and encouraged their involvement in the life of the nursery. For example, staff extending the links with the local community. This promoted children's knowledge and understanding of the world around them.

The management team had a target of supporting staff through informal feedback about practice. These provided opportunities for professional discussion on their current role and future development. The format of these meetings was going to be changed to include a more formal recording method to support professional reflection. They had also valued individual staff input for improving outcomes for children and gave staff more responsibility and accountability.

Since the last inspection took place the acting manager had introduced a number of quality assurance systems. This included spending time in the playrooms observing staff individually and as teams. We could see that there had been improvements as a result of this. However important records related to children's wellbeing had not been fully recorded. This posed a possible risk to to children's safety. We asked the management team to review the recording of information processes in chronologies and for notification procedures to lead agencies to be contacted in a timely manner. This would support children in being kept safe (see area for improvement 1).

Areas for improvement

1. To maintain children's safety and wellbeing, records kept should include clear information in chronologies and action taken as a result. This should include if and why lead agencies have been contacted.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

How good is our staff team? 4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 4.3 Staff deployment

All staff were qualified or in training for their role in the service. Initial training for new staff focused on first aid, food hygiene and child protection. In conversation with a sample of staff we found they were able to describe their responsibilities and the actions they should take in relation to these areas. This helped ensure that children were safe. However we did ask the management team to reflect on recording of any wellbeing concerns (see area for improvement 1 in How good is our leadership?).

Some staff had taken part in additional training provided on an in-house online application. While some staff were appreciative of these opportunities some felt that that this was not always beneficial due to short timescales for completion. We discussed this with the management team and were confident this would be taken into account.

There was sufficient staff to meet the needs of children and within ratio requirements. However there was uncertainty about where staff were placed day-to-day, in particular within the creche facility. This meant there was inconsistent care arrangements for the creche and staff were often taken out of their usual playrooms to provide care in the creche. This could possibly impact children's care and wellbeing needs. We discussed the importance of having consistency to promote children's experiences and outcomes with the management team and that contingency planning as a team was a key factor (see area for improvement 1).

Areas for improvement

1. The management team should review the practice and impact of staff deployment in the creche. This should promote positive outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that 'I am in the right place to experience the care and support I need and want' (HSCS 1.20).

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 care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.1 Quality of the setting for care, play and learning	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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