Bizzyberry Nursery
Day Care of Children

Market Road
Biggar
ML12 6FX

Telephone: 01899 221 649

Type of inspection:
Unannounced

Completed on:
1 December 2022

Service provided by:
Bizzyberry Nursery

Service provider number:
SP2016012675

Service no:
CS2016345618

About the service

Bizzyberry Nursery is located in a rural area of Biggar, South Lanarkshire and is registered to provide a care service for a maximum of 53 children from birth to those attending primary school.

The service is close to local shops, and other amenities. The children are cared for in three separate playrooms, all of which have direct access to an enclosed garden.

About the inspection

This was an unannounced inspection which took place on 29 November 2022 between 09:30 and 17:30. 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 six people using the service and seven members of their family
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff were good at developing positive relationships with children and families.
- Mealtimes were a relaxed and sociable experience for the older children.
- Improvements had been made to the environment which had a positive impact on the outcomes for children.
- Staff worked well together to create a welcoming atmosphere for children.
- Staff should revisit best practice documents to further deepen their knowledge and develop their skills.

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, where several strengths impacted positively on the outcomes for children and clearly outweighed areas for improvement.

1.1 Nurturing care and support

Children were happy, settled and content within the service. Staff were responsive to children's requests and individual needs, helping to ensure children felt valued and loved. Interactions between children and staff were kind and warm supporting children to feel secure. One parent told us 'our little girl settled in very quickly and definitely seems to enjoy nursery. She now walks in and doesn't even look back'.

Staff knew children well and each child had a personal plan in place to help staff meet the needs of children. These were reviewed with and shared with parents regularly, helping parents to feel included in their child's care and learning. We discussed with management reviewing children's next steps to help ensure these are supportive of individual child's development. Close working with external agencies also took place to support any additional supports needed for children. For example, educational support professionals. Good use was made of technology to communicate with parents and share children's learning throughout the day. For example, the use of an app.

The service was in the early stages of introducing parents into the building and were continuing to evaluate this. To support positive relationships with parents, opportunities for stay and play sessions were planned for the near future and we agreed this would be beneficial for both families and children. Some parents did tell us they would like to get back into the building to see their child playing and the experiences they are involved in. One parent commented 'I was disappointed I was not allowed into the nursery or room at any point to see the environment she would be in'.

Mealtimes were an unhurried, sociable experience for most children. Snack times provided opportunities for children to self-select their food and drinks, supporting their choices and wishes. Mealtimes for the older children had recently been redeveloped and this has had a positive impact on the experience. Children enjoyed sitting alongside their peers and chatter was plentiful, helping to develop their social skills. Mealtimes for the younger children could be improved to support children's needs and develop their independence and social skills. We discussed this with management on the day of inspection and before the report was written, improvements had already been made.

1.3 Play and learning

Children were engaged in their play and having fun. There were a number of toys and materials to support children's play and learning. For example, natural materials and soft play equipment in the baby room and blocks, puppets and arts and crafts in the 2-5 room. There had been a number of improvements made to the learning experiences for children and this was beginning to have a positive impact. However, we discussed with management staff further developing their understanding of different play types to help support children to lead and extend their own learning. One parent commented 'It's great that the nursery do such a wide variety of activities with the children indoors and outdoors'.

Staff had been given support with recent changes to the planning of children's experiences, and staff spoke confidently and positively about this new way of working. Observations of children were carried out to help staff identify their interests, and stages of development to help ensure the experiences were relevant and reflective of the children. The use of floor books offered children opportunities to reflect on their learning and support staff in identifying potential next steps for children to support their learning. The service should continue to develop this to maximise good outcomes for children.

Children had free flow access between the indoor and outdoor environment. Appropriate weather clothing was available for children to independently access to maximise outdoor opportunities. Natural materials were available for children to explore to support them in their play. For example, sand pit, mud kitchen, and tyres. Plans were in place for children to participate in planting and growing experiences to help nurture the wonder of nature.

How good is our setting? 4 - Good

We evaluated this key question as good, where several strengths impacted positively on the outcomes for children and clearly outweighed areas for improvement.

2.2 Children experience high quality facilities

The environment was bright, and comfortable for children to access. There had been improvements made to help ensure the environment was welcoming and warm. For example, removing clutter from the hallway. This had a positive impact on children entering the service.

Children accessed a number of areas to meet their interests both indoors and outdoors. Recent developments to the environment had taken place following self-evaluation and consultation with staff. This was in the early stages and staff should continue to develop spaces to support and nurture children's development and learning. For example, the cosy area could be further developed to help ensure children have opportunities for relaxation, this would have a positive impact on children's emotional development.

Large improvements had been made to the outdoor garden area to support and enhance children's safety and learning. This was an on-going process, however, this had been received well by children and they were seen to be having fun and enjoying the new outdoor equipment and opportunities. We encouraged the management and staff to continue on this journey to fully evaluate the impact this has on children's health and wellbeing.

Children's safety was considered, and measures were in place to help minimise risks. For example, cleaning materials were out of reach of children, a secure entry was in place and staff were aware of the Care Inspectorate's Look, Think, Act campaign. Audits of accident and incidents were carried out to help identify any commonalities or repetitive occurrences to support a safe environment for children. Risk assessments were in place within the setting to help assess the environment and help ensure this was safe for children.

We were satisfied appropriate infection prevention and control measures were in place to help reduce the potential spread of infections. For example, appropriate personal protective equipment when carrying out nappy changes and when serving food.

How good is our leadership? 4 - Good

We evaluated this key question as good, where several strengths impacted positively on the outcomes for children and clearly outweighed areas for improvement.

3.1 Quality assurance and improvement are led well

Management engaged well during the inspection and were committed to their roles. They shared ongoing improvements within the service and recognised the importance of these on the outcomes for children. Management and staff were at the early stages of their improvement journey and had made a good start on reflecting on their service and implementing change within the setting. We encouraged the service to continue on this journey and to evaluate the impact of change.

An improvement plan had been developed in consultation with the staff to identify the improvements needed. To further support staff to feel included within the service, staff had developed leadership roles, helping to build their confidence and develop their skills. These lead roles focused on outdoor development, children's rights and training staff on high-quality observations. We discussed with the management reviewing timescales for improvements to help ensure these were manageable and realistic in promoting achievable and sustained improvements. Management agreed to review these and we signposted to best practice documents on the Care Inspectorate website to support this.

Observations of staff practice were carried out to support them in their practice and identify any areas for development. These included follow up targets for staff to work on and develop. We discussed with management recording how these targets will be achieved and an evaluation of these. Staff appraisals offered staff opportunities to reflect on their practice and have discussions with management on any supports needed. For example, discussions on further training opportunities. Staff commented they felt supported at work and confident they could approach management should they need support.

How good is our staff team? 4 - Good

We evaluated this key question as good, where several strengths impacted positively on the outcomes for children and clearly outweighed areas for improvement.

4.3 Staff deployment

Staff were passionate about their roles and were committed to the development of the service. A mix of staff and skills were considered throughout the service and newer staff felt well supported by their colleagues. We suggested to management that staff should revisit best practice documents that supports their practice to help deepen their knowledge and understanding.

Staff worked well together as a team and regular communication supported a continuity of care for children. For example, staff meetings, communication boards and general discussions took place. Recent changes to lunchtimes for the children in the 2-5 room meant the pace of the day for children had improved and children benefitted from a lunchtime routine that met their needs.

There were enough staff present to meet the needs of children and staff were positioned well throughout the play spaces which meant supervision of children was well maintained throughout the day. Staff breaks were organised with minimal impact on children also ensuring staff had opportunities to rest and recharge.

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 medical needs and overall health and wellbeing, the management should review emergency medication storage and recording systems in place to ensure these are robust and effective.

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

This area for improvement was made on 8 March 2022.

Action taken since then

Medication systems had been improved and now reflective of best current practice, therefore, this area for improvement is met.

Previous area for improvement 2

To support children's learning and development, the service should ensure the environment offers stimulating experiences. This should include, but is not limited to, developing a stimulating environment, providing a variety of opportunities to allow children to lead their own learning and reintroduce cosy spaces for children to relax.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 8 March 2022.

Action taken since then

Improvements had been made to the environment and the cosy area. Therefore this area for improvement is met.

Previous area for improvement 3

To improve the quality of children's experiences, the manager should develop quality assurance processes that identify strengths and areas for development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:
'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 8 March 2022.

Action taken since then

Improved quality assurance systems were in place and having a positive impact on the outcomes for children, therefore, this area for improvement is met.

Previous area for improvement 4

The provider should organise specific training in relation to child development, that all staff should attend. Staff should also increase their knowledge and understanding of child development through personal study.

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: 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.

This area for improvement was made on 10 September 2021.

Action taken since then

Training had been organised for staff and staff commented on the positivity of this. Therefore, this recommendation is met.

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
2.2 Children experience high quality facilities	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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