Busy Bees Nursery
Day Care of Children

The Coach House
Pitkellony
Drummond Estate, Muthill
Crieff
PH5 2AL

Telephone: 01764 681 281

Type of inspection:
Unannounced

Completed on:
22 November 2021

Service provided by:
Busy Bees Nursery Limited

Service provider number:
SP2019013349

Service no:
CS2019376642

About the service

Busy Bees Nursery is located in the rural village of Muthill on the Drummond Estate. The nursery comprises of a large playroom, toilets and nappy changing facilities, a kitchen and an office located upstairs. Children have access to a large garden to the rear of the property and make use of the woodland and grounds around the estate.

The service is registered to care for a maximum of 24 children aged two years to those not yet attending primary school at any one time. Of those 24 children, no more than 10 may be aged two to under three years. Adult:child ratios will be a minimum of: two years to under three years - 1:5, 1:8 if the children attend more than four hours per day or 1:10 if the children attend for less than four hours per day.

We wrote this report following an unannounced inspection carried out by two inspectors. We used a blended approach of onsite and virtual scrutiny. We started the inspection on 17 November 2021 and gave feedback to the providers/managers virtually on 22 November 2021.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

We gathered the views of parents and carers through an online questionnaire. We received 10 responses and all of those agreed and strongly agreed that they were happy with the overall quality of care their child received. Some of their comments included:

"My child very much enjoys their time at nursery. The staff are lovely and friendly and approachable."

"The staff at Busy Bees are fantastic they know my child inside out and have a wide range of knowledge."

"I like that the children get a lot of outdoor play."

"All of the staff are warm and welcoming and very kind to the children, and also very supportive of parents. Information is provided whenever required and they are so good at getting back to me quickly if I have any requests. I get really good feedback on how the children have been during the day and lots of really good insight through the Learning Journal app."

"They have good friendships with the children and good communication with parents."

"Maybe take the outdoor activity to the next level with elements of 'forest school' approach."

Children also shared their views about the nursery with us. They told us about things they liked about nursery. Their comments included:

"I like (staff names). I love all the toys and outside I like the mud kitchen."

"Playing with toys, the garden, staying inside, putting shoes on, walking, painting with water."

"I like playing in the sand."

"I like to play with the pirate ship".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. We discussed how the managers could continue to develop these to support ongoing improvement.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The quality of care and support has been evaluated as very good. We found that there were major strengths in supporting positive outcomes for children.

Children were effectively supported by staff who were kind, caring and nurturing. They were very respectful in their interactions, promoting children's choice and enabling them to direct their own play and learning. Children were recognised and valued as individuals. Staff used praise and encouragement effectively which helped to build children's confidence and self-esteem.

Children were involved in developing their personal plan and sharing information with staff that was important to them. This demonstrated how children's voice was valued and listened to. Individual strategies to support children were developed in partnership with other agencies and were tailored to meet their needs. As a result, staff were able to meet children's needs effectively.

Children led their own play and learning. We saw children followed their interests and curiosities. They were encouraged to ask questions and were well supported by staff to problem solve and find out the answers together. Staff effectively responded, supported, and extended children's learning. As a result, children were engaged in their play, having fun, and achieving. We discussed how children could have increased involvement in recording their play and learning experiences. This would enable them to revisit and take ownership of their learning. Staff should review the use of floorbooks to support children to do this effectively.

Children had a sociable lunchtime experience as they sat together with staff to eat their lunch. This provided opportunities to promote good eating habits and have positive discussions about food. Children experienced a relaxing and unhurried mealtime which enabled them to eat at their own pace. They had some opportunities for independence, for example using tongs to serve themselves salad. We discussed how staff could support children to have more opportunities to be independent and responsible. We suggested that children begin to use real crockery to enable them to develop skills for life.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. This included supporting children with good hygiene practices to minimise the risk of spreading infection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of environment has been evaluated as good. We found that there were a number of important strengths which had significant positive impact on children's experiences and outcomes.

Children experienced a warm and welcoming environment. They had free flow access between indoors and outdoors and were well supported to make choices about where they wanted to play. A calm atmosphere in the nursery supported children to feel relaxed. However, background music played throughout the session which had the potential to impact upon children's language development. We discussed how staff could support children to experience music in a more meaningful way.

Children interacted with the displays around the nursery which sparked an interest in space. Staff provided children with resources to support this learning. Children were supported effectively to use digital technology to research their questions and learn about the planets.

Children's play and learning followed their interests, for example, children role played giving babies a bath following discussions about bubble baths at home. However, some areas of the nursery would benefit from additional resources to enable children to extend their play and learning. We discussed ways in which staff could enhance areas of the indoor and outdoor environments to provide more rich, interesting, and exciting learning opportunities.

Children had daily opportunities to play outdoors every day and regularly explore a natural environment. For example, they went to the woods within the estate to look for a Gruffalo. This experience provided opportunities for exploration, investigation, enquiry, and curiosity. Children had fun playing in the nursery garden and had opportunities to be active and healthy. They would benefit from increased opportunities to play with open ended materials both indoors and out. This would support them to be creative, imaginative and problem solve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The quality of staffing has been evaluated as very good. We found that there were major strengths in supporting positive outcomes for children.

Staff and children had developed strong, positive relationships. Children received comfort and cuddles from nurturing staff which supported them to settle and meet their emotional needs. Interactions throughout were warm and caring which supported children to be confident and feel safe and secure. Staff worked well together as a team which created a positive ethos. They offered support to each other to ensure children's needs were effectively met.

Staff were committed and motivated to learn. They had critically reflected on training and professional reading to improve their practice. For example, they were confidently able to share how their knowledge and understanding of child development had improved and how this had supported them to recognise and plan for children's individual needs. Staff shared their learning at team meetings which enabled them to work together to adapt and improve their practice.

Staff received an induction to the service which covered basic information to support them to understand their role and responsibilities. To improve the induction process and provide more effective support, we suggested that the managers consider using the national induction resource. New staff were well supported by the managers both informally and through support and supervision to reflect on their progress and development and build professional relationships. We suggested that managers record how they follow up on support and supervision actions to recognise and celebrate achievements.

Staff understood their roles and responsibilities to ensure children were protected. They were confident with the procedures in place to keep children safe from harm.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership has been evaluated as good. We found that there were a number of important strengths which had significant positive impact on children's experiences and outcomes.

Children and families' views were gathered to influence the development of the service. For example, families had opportunities to feedback through questionnaires. The information was collated and shared with them including any actions which were taken as a result of their feedback. This demonstrated that families' views were listened to, valued and respected.

The managers carried out regular audits on processes such as medication and monitored staff practice to ensure they followed current best practice guidance. As a result, they identified and actioned any changes to be made and provided feedback and support to staff. This enabled staff to continue to improve their practice and provide high quality experiences and outcomes for children.

Staff were all involved in the self-evaluation process which supported them to reflect on different areas of their practice. This contributed to a shared vision for driving forward improvements as they identified what was working well and their next steps. We discussed how they could further develop their self-evaluation to have a clearer focus on outcomes for children.

An improvement plan had been developed however, we suggested that they used the next steps identified from the self-evaluation process to identify key priorities. This would support them to make changes and improvements which would have the biggest positive impact on children's experiences and outcomes. We signposted the managers to the quality improvement bitesize videos on our Hub for further information to continue to support them on their improvement journey.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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