



Inspection Report

Busy Bees Day Nursery Limited

**Old School Village Hall
Pontardulais Road
Penllergaer
Swansea
SA4 9AY**



Date Inspection Completed

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About Busy Bees Day Nursery Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Busy Bees Day Nursery Ltd
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	17 August 2021
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Children have strong relationships with each other and with staff. They are developing excellent independent skills through opportunities provided at lunchtimes. Children have a strong voice at the service.

Staff interact positively with the children and show understanding and respect. They plan basic theme-based activities and incorporate the children's interests into the planning. However, the planning does not incorporate the outdoor area or Information, Communication and Technology (ICT) and assessment and tracking process is not fully embedded. Staff follow and understand policies and procedures, which suitably ensures the well-being of the children.

The service is based in a village hall. It provides a range of learning resources that develop children skills and the people who run the service have developed the layout of the indoor provision. However, there are some improvements needed to the toilet area and the outdoor area. There are effective measures in place to keep children safe and the people who run the service ensure that staff are fully aware of all procedures.

People who run the setting are very proactive and have been working diligently to improve and develop the service. They have introduced numerous effective improvements since the last inspection. They invest and support the development of the staff, ensuring all staff feel valued. They have developed strong partnerships with parents. They make improvements where necessary in order to benefit the children in their care although the quality of care report does not fully reflect the whole service.

Well-being

As this was a focused inspection, we have not considered this theme, in full.

Children communicate confidently at the setting and their attempts at communication are valued. Children have good opportunities to make choices and decisions about what affects them. At lunch time children independently use a 'Self-Serve' system. They make decisions about what food and how much they want to put on their plates. Children have excellent opportunities to develop their independence skills enabling them to do things for themselves. Nearly all children use cutlery effectively at lunch time, they also serve themselves and carry plates back to their tables at lunch time.

Children are sociable and chat during this time deciding how much time they need and move on to free play activities when they are finished. Interactions between children and care staff are consistently good. Children are engaged and show respect for property and people. They show respect and accept when friends want to move onto other activities. Children are enthusiastic and interested in their play and learning. For example, a group of children thoroughly enjoyed a sensory activity, playing with farm animals and 'mud' (cocoa powder). Children are supported to extend thinking and problem solving through activities. For example, a child develops their play by making fences, when a care staff member gently encourages them. The child does so and looks proud at their achievement.

Care and Development

Staff are professional, appropriately qualified and take their role and responsibilities seriously showing professionalism and diligence. They have a good understanding of how

to keep children safe and healthy. They ensure that they effectively follow the service's policies in order to safeguard children well. For example, they supervise children well, keep records up to date and head count children during the day. The people who run the service have made good progress since the last inspection and have put procedures in place to improve the way in which they supervise children. As a result, the setting is now compliant in this regard. The people who run the setting have also amended the safeguarding policy and it is now compliant. Staff have good knowledge of child protection policy and respond confidently to scenarios.

Staff implement the policies and procedures in response to Covid-19 well. For example, staff record temperature recordings of essential visitors on arrival, sanitise hands regularly, encourage children to wash their hands frequently and tables sanitised and wiped regularly. Staff know the children extremely well and read their non-verbal gestures effectively, fully meeting their individual needs. Staff have fostered strong bonds between themselves and the children and evidently are very aware of the individual needs of the children in their care.

The planning of activities is developing. Staff share ideas and plan exciting theme-based activities for the children. They aim to develop children's skills effectively from across most areas of learning. However, there is limited opportunities to incorporate ICT and the outdoor area into the planning. Staff assess children but this process is not robust and tracking children to shape the next steps is underdeveloped. Staff respond well to children with additional needs purposefully and leaders make timely referrals to external agencies when needed.

Leaders have a basic understanding of their responsibilities to promote the Welsh language. Several staff speak Welsh fluently and they are working towards many elements of the Active Offer of the Welsh language. Staff mainly introduce English songs and children sing confidently. One Welsh song was introduced during the inspection although children are not confident in joining in.

Environment

As this was a focused inspection, we have not considered this theme, in full.

The people who run the service ensure that they create a safe environment for children. Daily checklists are used effectively as a practical check in response to the setting's risk

assessments. The general risk assessments have improved and are compliant. A fire risk assessment is now in place; it refers to all areas and includes the risks and control measures. It is reviewed regularly. Maintenance checks are conducted regularly.

The environment is satisfactory and generally supports children's play and learning. It provides children with space to play and learn in. The layout of the environment has improved, and the base-room now offers children more opportunities to develop through play. It includes a mark making area, reading area and role play area.

The people who run the setting review the service regularly and regularly communicate with the landlord to try and develop the toilet area and the outdoor area.

Leadership and Management

The leadership and management of the nursery is developing effectively. The new leaders are extremely proactive and have a clear vision to develop the service, setting high expectations. They are establishing themselves in their respective roles. All areas of non-compliance issued during the last inspection have been met.

The people who run the setting submitted a revised statement of purpose and is compliant. They regularly inform CIW of any changes, such as new staff, in a timely manner. The people who run the setting have reviewed and amended policies and procedures and ensure that staff implement them.

The people who run the service communicate their vision for the setting with staff and hold regular staff meetings, discussing practice issues to ensure consistency. They keep minutes of the meetings. Leaders ensure that ratios are maintained and comply with regulations.

The people who run the setting ensure that they employ qualified staff and conduct suitability checks before the staff start at the setting. They ensure that staff undertake mandatory training to ensure that staff knowledge is up to date. Staff we spoke with feel valued and feel that management listens to their views and that leaders provide good support. The positive moral is evident at the setting. Leaders communicate well with staff and the system for establishing a robust system for supervision and appraisal meetings is developing.

The people who run the service record staff and children's presence. During the inspection, the people who run the setting further developed the record to clarify which children are in the care of which member of staff at any time during the day. The quality of care review has been undertaken and the people who run the service have received positive feedback from parents. They have written a satisfactory quality of care report. However, it does not fully reflect on all areas of the service.

Partnerships are good and parents are complimentary of the setting. The Family ap has improved communications with parents.

Recommendations to meet with the National Minimum Standards

R1. Enhance the planning through incorporating the use of ICT and the outdoor area

- R2. Develop a more robust assessment and tracking process
- R3. Further develop the use of Welsh within the setting
- R4. Work with the landlord to develop the toilet area and outdoor area
- R5. Embed a process of continuous self-reflection and ensure the quality of care report fully reflects the whole service
- R6. Adopt an effective system for filing supervisions and appraisals