

# **Care and Social Services Inspectorate Wales**

**Children Act 1989  
(as amended by the Care Standards Act 2000)**

**Inspection report  
Full day care**

**Busy Bees Day Care Nursery**

Preseli Bungalow  
Cold Blow  
Narberth  
SA67 8RL

**Date of publication: 15 October 2010**

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## Care and Social Services Inspectorate Wales

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Name of setting :	Busy Bees Day Care Nursery
Contact telephone number:	01834 869906
Registered Person/Responsible Individual	Julie Mathias
Person in charge:	Rhian Protheroe
Number of places:	20
Date of this visit :	07/09/ 2010
Dates of other relevant contact since last report:	20/11/2009 Certificate issued -Rhian Protheroe now the Responsible individual and the Person in Charge.  01/04/2010 Certificate issued – Julie Mathias now the Responsible individual and Rhian Protheroe remains the Person in Charge.
Date of previous report publication:	14/07/09
Inspected by:	Jill Arnold

## **Guidelines on inspection**

### **Introduction**

This report has been compiled following an inspection of the setting undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 and associated regulations.

The primary focus of the report is to comment on the quality of care and protection experienced by the children.

The report contains information on how we inspect and what we find. The report is divided into eight distinct parts reflecting the broad areas of the National Minimum Standards.

The CSSIW Inspectors are authorised to enter and inspect registered child care settings at any time. Inspection enables the CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

- The Children Act 1989 (as amended by the Care Standards Act 2000) and associated regulations, while taking into account the National Minimum Standards for this type of registered setting
- The setting's own Statement of Purpose

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers, staff and by engagement with children who use the setting. At any other time throughout the year visits may be made to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service will be the same at all times.

The Registered Person is responsible for ensuring that the service operates in a way which complies with the service specific regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection, which have been met and those which remain outstanding are included in this report. The reader should note that requirements made in last year's report which are not listed as outstanding have been appropriately complied with.

Where key requirements have been identified, the Registered Person is required under Regulation 3C (Compliance Notification) to advise in writing, the appropriate regional office of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The annual inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint. Where this is the case CSSIW makes available publicly a summary of any matters it has been involved in together with any action taken by CSSIW.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the Registered Person

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. Most reports are public documents and will be available on the CSSIW web site:

[www.cssiw.org.uk](http://www.cssiw.org.uk)

## **Summary**

Busy Bees (Narberth) Limited was established in 2006 and is the Registered Provider for Busy Bees Day Nursery which was registered on 13 November 2006. At the time of the inspection they were registered to care for a maximum of twenty children and the nursery was affiliated to the Wales Pre-school Playgroup Association.

At the time of inspection, Julie Mathias was the Responsible Individual for the facility and Rhian Protheroe was the Person in Charge.

Prior to the inspection, Mrs Mathias had completed the Self-Assessment Form, as required by the Childminding and Day Care (Wales) Regulations 2002, and confirmed that all the information provided was a true reflection of events and practices at the setting. Prior to the inspection visit, CSSIW questionnaires had been issued to the responsible individual for distribution amongst parents and staff in order to establish their views of the service. The focus of the inspection had therefore been decided upon based on the information received from the self-assessment form, three returned parental questionnaires, five returned staff questionnaires and the history of the facility. An inspection plan was developed and a copy had been forwarded to the responsible individual before the date of the inspection visit.

The inspection was conducted with the assistance of Mrs Julie Mathias, the Responsible Individual and the staff. Gemma Morgan was the acting person in charge on the day of the inspection.

The information in the Self-Assessment Form confirmed that all required policies and procedures were in place with the Statement of Purpose having been amended slightly since the last inspection, showing the changes in the responsible individual and the person in charge.

During the inspection visit, the inspector observed a welcoming, friendly atmosphere in the nursery. At the time of the inspector's arrival the children were enjoying making gingerbread men and listening to the story of, "The Gingerbread Man". Activity plans had been developed to ensure that the activities offered provided a range of learning experiences for the children and that these learning experiences were gained through a structured routine which incorporated both indoor and outdoor play. Staff interacted well with the children and appeared to have a knowledge and understanding of each child's individual needs.

No concerns were raised in respect of the quality of care and treatment afforded to the

children and, at the time of the inspection, safety matters were satisfactory. The premises had been appropriately maintained and provided areas that were clean, warm and bright for the children to learn through play. Standards of hygiene were very good. There were lots of educational and colourful displays of the children's work and activities, throughout the nursery.

There was a system in place to monitor and review the quality of the service offered to the children and their parents, and this process was ongoing at the time of the inspection visit. Three parental questionnaires had been received by the date of the visit and they generally confirmed that they were happy with the service being provided.

The responsible individual met all but one of the Childminding and Day Care (Wales) Regulations 2002. This requirement is to ensure that all staff files are completed in line with Regulation 16 (Suitability of workers) Schedule 2. In the inspector's opinion, this requirement can be met within the timescale given, and, in line with the Regulatory Reform & Complaints (Wales) Regulations 2006, the responsible individual must advise CSSIW of the completion of these requirements.

#### Methodology:

This report was based upon the following:

- Written information from the provider as documented in the Self-Assessment Form, completed and signed by Mrs Mathias, the responsible individual;
- Direct observation of activities, interactions and procedures during the inspection visit;
- Discussion with the responsible individual and the staff;
- Examination of staff and parental questionnaires.

**Choice of service****Inspector`s findings:**

The registered person and the staff members had ensured that parents were given appropriate information about the nursery, and about the way in which it was run and organised on a daily basis. Parents were referred to all of the policies and procedures before agreeing contracts.

The registered person had forwarded CSSIW an updated copy of the Statement of Purpose with the returned Self Assessment Document. The Statement of Purpose was changed to show that Julie Mathias was now the Registered Person and Rhian Protheroe was the Person in Charge.

Further information regarding staffing and general information about the setting was displayed in the main hallway, including the CSSIW's Annual Inspection Report and the setting's Quality of Care Report.

Three parental questionnaires had been returned prior to the inspection. Responses to this questionnaire suggested that the parents/carers were happy with the service provided and there were very positive comments made about the provision. All parents stated that they were aware of the activities in which their child had been involved and were satisfied with the amount of information received about their child's care.

**Requirements made since the last inspection report which have been met:**

Action required	When completed	Regulation number

**Requirements which remain outstanding:**

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

**New requirements from this inspection:**

Action required	Timescale for completion	Regulation number

**Good practice recommendations:**

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## Planning for individual needs and preferences

### Inspector`s findings:

The responsible individual confirmed that contracts had been completed for each child before starting at the nursery.

On the self-assessment form the registered person confirmed that a settling in procedure was in place and the responsible individual confirmed during the inspection visit that parents were encouraged to visit with their child prior to attending, in order to become familiar with the environment and the staff. She also confirmed that every effort was made to cater for a child's individual needs.

Parental questionnaires revealed that parents were happy with the amount of information they received regarding activities taking place and the amount of information about the care of their child. Daily diaries were completed for each child and these were passed back and forth between nursery and home, giving both parties the opportunity to share recorded information about the child. The staff also shared information with the parent / carer verbally when the child was being dropped off, or collected, from nursery. The nursery was brightly decorated with the children's work and with photographs of children partaking in the different activities which also provided parents with further indications of what the children had been doing.

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### New requirements from this inspection:

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### Good practice recommendations:

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## Quality of life

### Inspector`s findings:

During the inspection visit there was a very friendly relaxed atmosphere throughout the nursery. Staff and children related well and the children's needs were catered for with kindness and understanding. During the session the inspector observed that the staff had a very good rapport with the children and the children responded well to the staff's encouragement and direction. The inspector observed the staff working well as a staff team. The environment was very homely, encouraging independence and security.

The activities were age-appropriate and the responsible individual stated that activity plans had been developed so as to encompass all aspects of child development. The inspector observed that the nursery had a good selection of toys and equipment. There were cheerful and educational displays throughout the nursery, celebrating the work of the children.

The responsible individual confirmed that outdoor play was an integral part of the children's day and was encouraged as much as possible, weather permitting. Outdoor play for the older children took place on the patio area to the side of the nursery and a lawned area to the back of the nursery; whilst the babies used the decking area to the back of the nursery that overlooked the lawn. All outdoor areas could be safely and completely enclosed to provide three separate sections.

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### Good practice recommendations:

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## Quality of care and treatment

### Inspector`s findings:

All the required policies and procedures relating to quality of care and treatment required by the regulations were in place. The children were very well behaved during the visit and the staff members were observed to use appropriate methods of managing the children's behaviour.

Good standards of hygiene were observed throughout the nursery during the inspection and children were observed being encouraged to practice personal cleanliness and to learn about personal hygiene. The registered person informed the inspector that children were also encouraged to brush their teeth after they had had lunch.

Information received in the self-assessment form confirmed that there was a first aid box available at the nursery and that it had been suitably stocked. The inspector was also informed during the visit that four of the staff had valid First Aid Certificates and that the responsible individual ensured that staff were supported and encouraged to update this training when required.

The nursery was taking part in the second stage of the Health Promoting Pre-school Scheme in Pembrokeshire. This is an accredited scheme that runs over a three year period.

The inspector was informed that four staff members had valid food hygiene certificates. Meals were prepared and provided by Rhonda Jones, the cook, and they were sourced by fresh local produce, whenever possible. Snack and meal times were sociable occasions with the children being encouraged to eat independently but given assistance where needed. The kitchen was very clean and hygiene issues were highly satisfactory on the day of inspection.

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### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

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## Staffing

### Inspector`s findings:

At the time of inspection, the Registered Provider for the nursery had continued to be Busy Bees (Narberth) Limited. The company had continued its registration with Companies House but the nominated Responsible Individual for the nursery was now Julie Mathias and Rhian Protheroe was the person in charge on a day to day basis.

The information on the self-assessment form indicated that the balance of qualified and experienced staff was satisfactory and that adult: child staff ratios had been maintained at all times.

The responsible individual confirmed that during the inspection visit the majority of staff members' files included the relevant information, however some were not complete. As a result the inspector made a requirement stating that all staff files need to be updated to include all the relevant information required by the regulations. The responsible individual will need to confirm in writing to the CSSIW by the 14<sup>th</sup> October 2010, that this requirement has been met. CRB checks were in place for all staff except for the most recently employed members of staff and these had been applied for. The inspector informed the responsible individual that these staff must be supervised at all times until satisfactory CRBs have been obtained. The responsible individual kept a list of the dates of when CRBs had been issued to staff and was well aware of those who needed updating in the near future.

It was noted on the self-assessment form that a system for staff appraisals was in place and that staff meetings were held on a regular basis. Five staff questionnaires had been returned to CSSIW. Responses noted that induction training had been offered to staff, and that they felt that they had access to regular in post training. It was evident from the information provided on the staff questionnaires that staff felt supported in their work and that they felt able to raise concerns if needed.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number
Mrs Mathias must confirm in writing to CSSIW that the staff files for all staff members contain all of the information required by regulation.	14/10/10	16 (1) (a)

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

<b>Good practice Recommendations:</b>

## Conduct and management of the service

### Inspector`s findings:

It was evident that the nursery followed clear structures and that there was a daily routine in place. The responsible individual confirmed that all required records were being maintained at the nursery and that records were clear and transparent.

A copy of the nursery's Public Liability Insurance Certificate was on display in the nursery which was last renewed on 1<sup>st</sup> April 2010. This is renewed six monthly.

The responsible individual confirmed that correct adult: child ratios had been maintained at all times and that all staff worked well together in line with given routines.

Three parental questionnaires had been received during the inspection episode and in general the comments made in relation to the service provided were positive and confirmed good practices. Parents were very supportive of the nursery in the questionnaires returned. Parents commented on the clean, safe and welcoming premises and were positive about the information which they received of their child's development and care.

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### Good practice recommendations:

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### Complaints and protection

**Inspector`s findings:**

There was a system in place to record any complaints and the registered person stated that no complaints had been received since the last inspection. The inspector evidenced that the complaints policy and procedure was in line with regulatory requirements.

There was a child protection policy in place and the person in charge confirmed to the inspector that several staff members had attended child protection training.

Julie Mathias stated that no issues of child protection had arisen since the last inspection visit but that staff were aware of their responsibilities with regard to such issues and would know how to act appropriately if required.

**Requirements made since the last inspection report which have been met:**

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**Requirements which remain outstanding:**

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

**New requirements from this inspection:**

Action required	Timescale for completion	Regulation number

**Good practice recommendations:**

## The physical environment

### Inspector`s findings:

Information received from the self-assessment form stated that there had been no changes to the premises since the last inspection. The setting was very well maintained and high standards of hygiene and cleanliness were observed throughout. There was a lovely relaxed, homely atmosphere on the day of the inspection and all of the rooms were bright and cheerful, with lots of colourful and educational displays, celebrating the children's work and activities. No areas of concern were highlighted on the day.

The inspector observed that there continued to be a wide variety of good quality toys and equipment available at the nursery. The three rooms generally used as play areas had each been appropriately arranged to allow the children to have access to the different toys and equipment and a staff rota was displayed on a wall in one of the rooms.

The staff showed a good awareness of health and safety issues and the children were appropriately supervised during the inspection visit. The inspector observed that there was a procedure in place to deny unauthorised access into the nursery and a record was maintained of all visitors.

Three outdoor play areas were available at the nursery and all had been well maintained. The inspector was informed that each area was risk assessed before being used. All areas could be safely and completely enclosed and they were equipped with age appropriate toys.

The self-assessment form confirmed that risk assessments were carried out on the premises on a regular basis and that these were recorded in writing, the last one having been carried out in May 2010. The responsible individual was able to provide evidence of safety checks having been done on the oil heating system (Certificate issued on 07/07/2010) and on all portable appliances (Certificate for P.A.T. testing was issued on 10/07/2010).

The responsible individual confirmed on the self-assessment form and also during the inspection that the nursery complied with all the appropriate Fire Regulations and that a fire risk assessment had been undertaken. The registered person stated that the fire alarm system and the emergency lighting system had been serviced on the 29/06/10. A new Fire & Evacuation Policy & Procedure had been devised for the nursery (29/06/2010) and a copy was to be forwarded to CSSIW by the registered person. Information received on the parental questionnaires confirmed that they had no concerns over health and safety issues at the setting.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

**Requirements which remain outstanding:**

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

**New requirements from this inspection:**

Action required	Timescale for completion	Regulation number

**Good practice recommendations:**
