

**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: 6 SEPTEMBER 2007**

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**CARE AND SOCIAL SERVICES INSPECTORATE WALES**

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<b>Name of setting :</b>	Busy Bees Day Care Nursery
<b>Contact telephone number:</b>	01834 869906
<b>Person in charge:</b>	Rhian Wigmore
<b>Number of places:</b>	20
<b>Date of this visit :</b>	<b>20 August 2007</b>
<b>Dates of other relevant contact since last report:</b>	
<b>Date of previous report publication:</b>	Not applicable
<b>Inspected by:</b>	Elizabeth Sandra Davies

## 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 Day Nursery was registered in 2004. The premises were situated on the outskirts of Narbeth town centre. The nursery was privately owned and registered as a Limited Company. The Responsible Individual was Ms Rhian Wigmore who was also the joint person in charge with Ms Maxine Morgan. Both were present throughout the inspection.

The provision was registered to provide Full Day Care for a maximum of twenty children with no more than twelve children aged 0-2 years and eight 2-5 years in attendance at any one time. The nursery opening hours was 8:30am until 5:30pm from Monday to Friday. Busy Bees Nursery was a member of Wales Pre School Playgroup (WPPA).

Ms Rhian Wigmore informed the inspector that prior to the start of a placement, parents/carers were encouraged to visit the nursery with individual children's needs identified and discussed. The person's in charge and the nursery staff endeavoured to work in close partnership with parents/carers so as to ensure that each children's needs were monitored and met.

The nursery continued to provide parents/carers with adequate information to enable them to make an informed choice about the full day care service they required. An informative and comprehensive statement of purpose had been developed and was available for inspection. Additional information was given to parents/carers verbally, and/or parents/carers would be informed via a newsletter of any changes, events or news regarding the nursery.

There was a portfolio of policies and procedures available for inspection, which the responsible individual stated, were also available for parents/carers. Ms Rhian Wigmore and the person in charge Maxine Morgan, confirmed that all prospective persons interested in their child attending Busy Bees Nursery, would be given the opportunity to view the premises and meet the nursery staff and read the policies and procedures operated within the nursery. The nursery offered a home from home environment, with an open door policy.

The Responsible Individual Ms Rhian Wigmore informed the inspector that parents were also advised of the nursery routines and daily and future activity plans, with the aim of giving parents/carers the opportunity of knowing what activities and themes their child would be involved in.

Discussions with the Ms Rhian Wigmore and Maxine Morgan confirmed that since the last

inspection the service had developed systems that monitored, reviewed and endeavoured to improve the quality of care given to children. They confirmed that this had been achieved by the completion of daily logbooks distributed to parents/carers, which documented each child's daily activities and encouraged parents/cares to give feedback on their views about their child's care. Assessment forms which give information of each child's needs were completed by parents/carers, which gave staff the information needed so as for them to be able to provide the best childcare for each individual child. Children's views of their experiences at the nursery were also monitored by verbal feedback and observation. Staff views were also recorded.

The responsible individual and the person in charge stated, that they were in the process of improving the systems for quality care, by compiling staff/parent/carer and children's questionnaires and setting up a system that would provide parents/carers with photographs of the children's work and activities that they had been involved in. There was a plan to arrange an open evening where parents/carers could attend to view the nursery and discuss their child's progress report.

The inspector discussed the Reform of Regulations and the need for the facility to produce an annual report which would be required to be made available by the Responsible Individual to all concerned as required by the new regulations that came into force in January 2007.

Contracts, which had been agreed between the Responsible Individual and parents, were available for inspection. The Responsible Individual informed the inspector that the contract information was reviewed with the child's parent/carer on a regular basis.

Records, policies and childcare documentation appeared to be maintained as required and were well organised.

Appropriate action was taken when special needs were identified. The Responsible Individual consulted with parents/carer about their child's needs and preferences, taking appropriate action in partnership with the child's parent/carer. Staff appeared to be aware of the Code of Practice for the identification of Special Educational Needs.

Confidentiality was respected and maintained by all staff. The responsible individual stated that all staff endeavoured to work in close partnership with parents/carers and other relevant parties so as to meet each child's individual needs.

Any significant event or change in behaviour, accidents or incidents, which occurred, were recorded appropriately and shared with the child's parents/carers.

Positive and consistent methods were used to manage children's behaviour. Ms Rhian Wigmore informed the inspector that there was a relevant behaviour management policy in place.

The inspector observed a high standard of hygiene. Staff appeared aware of the health care needs of children. Most staff held current first aid certificates.

During the inspection the inspector observed toys and equipment that would provide children with a wide range of play activities, which would in turn contribute to their emotional, physical, social, intellectual, language and creative development. The children appeared happy and content to participate in activities and shared a good relationship with the staff.

Play included structured activities and free play. Children were given the opportunity to participate in a variety of activities and were encouraged by staff to become engaged in play activities of their choice. Interaction and communication between staff and children appeared age appropriate, positive and friendly. Themes were followed and were planned for with a flexible approach to carrying out activities.

During the inspection the Responsible Individual, Ms Rhian Wigmore informed the inspector that a policy and procedure regarding the administration of medication was in place. Medication was administered at the parent's request with their written consent. Appropriate records were maintained.

All staff were experienced and were qualified or working towards a Level 2 or 3 childcare qualification. Regular supervisions and annual appraisals were arranged and staff regularly attended training.

Quality assurance of the nursery was based upon parents and children's feedback. The staff continuously aimed at improving the service in liaison with Ms Rhian Wigmore. Ms Rhian Wigmore and Ms Maxine Morgan shared responsibility as the supernumerary members of staff.

Children were treated with equal concern and the nursery actively promoted cultural awareness. The inspector was informed that a range of play activities was related to multi cultural events and festivals.

Financial records were kept and current public liability insurance was in place and available for inspection.

Ms Rhian Wigmore had available a written complaint procedure available for parents. The inspector was informed that no complaints had been received during the last year of registration. A requirement was made to amend the complaint procedure in line with the new regulations.

A Child Protection procedure was in place and some of the staff had attended child protection training. The Responsible Individual was aware of the procedures to follow. The procedure had been shared with all staff members and was available to parents.

The premises were observed as homely, welcoming, brightly decorated, inviting, comfortable and well maintained. Kitchen facilities were clean and well maintained. A cook was employed who was responsible for the preparation and cooking of food. There was a varied menu available.

Ms Rhian Wigmore and the staff took responsibility to ensure that hazards to children on the premises, both inside and outside were minimised.

There was a clearly defined procedure in place for emergency evacuation of the building. Fire drills were carried out periodically and recorded. Fire extinguishers had been checked by the Fire Authority and were maintained appropriately. Fire exits were clearly identified.

Busy Bees Nursery met the majority of and exceeded many of the National Minimum Standards and Child Minding and Day Care Regulations (Wales) 2002. Busy Bees Nursery continued to offer a high standard of care within a secure and warm environment.

The inspector has detailed some good practice recommendation and explained to Ms Rhian Wigmore, that it was her responsibility to inform CSSIW in writing within the stipulated timescales within the report, that the requirements documented have been fully met

This report was based upon the following:

- Direct observation of activities, interactions and procedures on the day of the inspection;
- Talking with the children;
- Discussion with the responsible individual, person's in charge, and staff
- Written information from the provider;
- Examination of records, policies and procedures and parental questionnaires.

## CHOICE OF SERVICE

### **Inspector's findings:**

The nursery continued to provide parents/carers with adequate information to enable them to make an informed choice about the full day care service they required. A comprehensive Statement of Purpose was available.

Prior to the start of a placement, parents were encouraged to visit the nursery with individual children's needs identified and discussed. The Responsible Individual, Ms Rhian Wigmore and the nursery staff endeavoured to work in close partnership with parents/carers to ensure that each child's needs were monitored and met.

The Responsible Individual, Ms Rhian Wigmore, informed the inspector that parents were also advised verbally of the policies and procedures in operation. A new system was being implemented whereby parents/carers would be presented with the nursery routines, daily and future activity plans in order that parents/carers would be given the opportunity of knowing what activities and themes their child would be involved in. Open evenings may be introduced so that parents/carers could view the nursery setting and their child's work.

The person's in charge stated that they were in the process of improving the systems for quality care by compiling staff/parent/carer and children's questionnaires and setting up a system that would provide parents/carers with photographs of the children's work and activities that they had been involved in.

Contracts, which had been agreed between the Responsible Individual and parents, were available for inspection. The Responsible Individual informed the inspector that the contract information was reviewed with the child's parent/ carer on a regular basis.

Several completed parent/carer questionnaires had been returned to CSSIW. All gave constructive and complementary comments about the nursery and excellent childcare given by staff. The inspector discussed with the person's in charge, the documenting on the questionnaires of some parent/carer suggestions. The responsible individual responded positively to the comments and will with immediate effect ensure the any suggestions made will be implemented upon.

### **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

<b>Good practice Recommendations:</b>

## PLANNING FOR INDIVIDUAL NEEDS AND PREFERENCES

### **Inspector's findings:**

Busy Bees Nursery procedure was to encourage the parent/carer and child to visit the nursery before the child's placement began. The child's needs and preferences were discussed with appropriate information gathered and recorded. There was a settling in policy and procedure.

The nursery consisted of a single-storey building, whereby the premises would provide suitable access for children with a physical disability to attend.

The nursery had available a Special Needs Policy. Staff appeared to be aware of the current Code of Practice for the Identification and Assessment of Special Educational Needs. The responsible individual confirmed that the nursery was able to offer individual support for a child if necessary. Staff promoted working in partnership with parents so as to identify each child's individual needs.

Parents were kept fully involved as partners about their child's activities, achievements and progress. Staff verbally informed parents, as well as a daily record book being given to parents at the end of their child's day at the nursery, which documented details of activities and general care given to their child during the day.

Any significant event or change in behaviour, incident or accident was recorded. Records were available for inspection.

The staff endeavoured to inform parents about their child's routines and activities that they had been involved in. The planning of activities was evidenced with rotas and themes to be followed displayed. Children were observed as having the opportunity to interact with a consistent adult throughout the day and there was clear planning of activities for all children in attendance, which was observed by the inspector to be age appropriate, stimulating and encouraged each child's development. Children's work was displayed creating a colourful environment.

It was the nursery procedure to only release children from the care of the provision to individuals named by the parents. A password system was in situ.

Parents and the CSSIW had access as appropriate to a full range of records maintained by the responsible individuals for the smooth running of 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:**

<b>Action required</b>	<b>Timescale for completion</b>	<b>Regulation number</b>

**Good practice Recommendations:**


## QUALITY OF LIFE

### **Inspector's findings:**

A wide and appropriate range of activities were being offered that complemented each individual child's age and stage of development including their emotional, physical, intellectual, language, mathematical and creative development.

Children were observed experiencing a range of activities with a large variety of toys and equipment to include a home corner, story time/television quiet room, play-dough, free play, bikes and trikes, outdoor play. Outdoor play was an integral part of play. Weather permitting children were encouraged to play outdoors.

All activities were aimed at promoting each child's individual development. Staff encouraged children to participate in activities and play opportunities, encouraging confidence, independence and social skills.

A rota of planned activities was prepared in advance. Play opportunities appeared child focused. During the inspection the environment was observed as stimulating with positive and friendly relationships between staff and children. Opportunities were given for children to relax or rest in cots.

The environment was constructive, child focused, with a positive outlook given by all staff to meeting children's needs and development.

### **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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## QUALITY OF CARE AND TREATMENT

### **Inspector's findings:**

The inspector observed that every effort was made by the nursery staff to help children feel secure, happy and comfortable with their carer. The staff actively promoted warm relationships with a gentle response toward children.

The nursery had adopted a homely approach. The Inspector observed communication between staff and children as positive and encouraging.

The behaviour of children was managed in such a way as to promote their welfare and development. Staff promoted and encouraged acceptable behaviour. The responsible individual confirmed that a Behaviour Management Policy was followed and understood by all staff, which respected individual children's level of understanding and maturity.

The health care needs of children were identified and addressed as appropriate by the responsible individual and person in charge.

Children through their daily routine learned about personal hygiene. Most staff held a First Aid qualification. Parents' permission being given to the seeking of any necessary emergency medical advice or treatment was discussed, with a requirement made to acquire permission from parents. It appeared that the children were safeguarded by the setting's policies and practices about the administration of medication.

Children were provided with regular drinks and food in adequate quantities for their needs. There was a cook employed who was responsible for the preparation and cooking of food. There was a healthy eating menu available. The child's parent supplied babies milk, which were observed to be stored appropriately. A good practice recommendation was made for bottled feeds to be warmed in bottle warmers. Information was recorded on each child's dietary need preferences and food allergies. There were facilities for children to sit at tables or in high chairs for their meal.

Records of all feeds and nappy changing were kept and given to parents on a daily basis.

### **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
Parents' permission to be sought to the seeking of any necessary emergency medical advice or treatment.	28/09/07	7 (1) (b)

<b>Good practice Recommendations:</b>
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- |   |
|---|
| <ul style="list-style-type: none"><li>• For bottled feeds to be warmed in bottle warmers.</li></ul> |
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## STAFFING

### **Inspector's findings:**

It appeared that children's needs were fully met by the Responsible Individual and the adults who looked after them. The staff were able to demonstrate their suitability, knowledge and understanding of the children's needs and child development.

The majority of staff carried appropriate childcare qualifications or were working towards an appropriate childcare qualification. The continuing training needs of staff were taken seriously and addressed on a regular basis.

Staff members received formal appraisal and attended team and individual meetings with the Responsible individual Ms Rhian Wigmore. Staff file had been compiled and were available for inspection. The responsible individual stated that any new staff member and/or students received Induction training.

CRB checks had been instigated by the responsible individuals on all staff who were presently working at the nursery.

### **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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## CONDUCT AND MANAGEMENT OF THE SERVICE

### **Inspector's findings:**

The nursery setting was very well organised. Staff ensured that information about each child was exchanged with the parents/carers on a daily basis.

At the time of the inspection, the ratio of adults to children conformed to best practice.

Children received a service from the responsible individual/person in charge and staff, which promoted equal opportunities. Children were treated with equal concern and respect. The staff actively promoted equal opportunities in their day-to-day practice.

The responsible individual operating sound financial procedures safeguarded children and their parents. Financial details were available for inspection.

Public Liability insurance was maintained with the certificate available for inspection.

Children and their parents benefited from a day care service that was effectively monitored. The responsible individual/ person in charge Ms Rhian Wigmore and Ms Maxine Morgan conveyed to the inspector, that the nursery aim was for all staff to listen to parent/carer views, suggestions and comments, so as to improve the quality and good practice of the nursery.

Each child's 'key worker' was held responsible to complete a daily log of what each child had been involved in during the day, which was given to the parent/carer at the end of each day.

Ms Rhian Wigmore explained to the inspector that it is her intention to develop parent/child questionnaires. The staff made every effort to improve, monitor and review the quality of care given at the nursery and were working towards new systems as a way of improving the quality of 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
The Responsible Individual must confirm to CSSIW that the report detailing the review of quality of care provided will be made available to all concerned in line with the new	28/09/07	3A (3) (a) 3A (3) (b) 3A (3) (c) 3A (3) (d)

regulations		
The Responsible Individual must advise the appropriate CSSIW office of the National Assembly of the completion of any action required as noted in this report	28/09/07	3C (3)

<b>Good practice Recommendations:</b>

## COMPLAINTS AND PROTECTION

### **Inspector's findings:**

The Responsible Individual/person in charge informed the inspector that any complaint or concern would be listened to, taken seriously and acted on. In the event of a complaint being received there was a procedure available and followed by staff. Complaints would be recorded appropriately.

The responsible individual confirmed that no complaints had been received during the previous year of registration. However, in line with the new regulations the complaint procedure will require amendment. This matter was discussed with the responsible individual and the person in charge.

There was available at the nursery a Child Protection Policy which linked into the local Area Child protection Committee.

### **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
To amend the complaints procedure in line with the new regulations	28/09/07	14 (1)

### **Good practice Recommendations:**

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## THE PHYSICAL ENVIRONMENT

### **Inspector's findings:**

Busy Bees Day nursery was situated on the outskirts of Narbeth town centre.

Busy Bees nursery consisted of a single-storey building. The provision was registered to provide Full Day Care. The nursery used several rooms, which were observed to be divided into areas so as to be able to offer children a variety of play activities and experiences.

There was a large garden utilised for outdoor play, which at the time of inspection appeared safe and well maintained. There is a wooden decking area built off the baby room with a paving slab area used for bikes and trikes.

The premises was brightly decorated both internally and externally and were well maintained. The premises were inviting and welcoming and were observed as clean and suitable for their purpose.

Children could relax or rest in cots or on sofas. Sleep time was encouraged after lunch, but for those children, who did not wish to rest, activities continued to be provided.

There were several children's toilets and a nappy changing area accessible in the nursery. There was a staff toilet and office room available. The responsible individual explained that alterations had been made to the premises whereby an office had been created. The inspector was assured that the new work to the premises had not reduced the size of the premises, hence registration was not altered.

The kitchen was observed as clean and adequately equipped to provide meals and snacks for children.

Confidential information was kept within lockable filing cabinets/cupboards within the office area, which were observed by the inspector to be secure

There was a large variety of toys and equipment available for children, which promoted their development. The premises used toys and equipment, which created a stimulating environment.

There were sufficient numbers of child size chairs and tables available allowing various activities, as well as separate areas, allowing the organisation of different activities for groups of children and babies.

During the inspection toys and equipment appeared well maintained and in good repair. Toys and equipment were regularly purchased, giving children a variety of suitable toys to play with.

The nursery offered a comprehensive safety policy. All staff were trained according to these guidelines. A risk assessment of the premises had been carried and documented.

There were clearly defined procedures known to all staff for emergency evacuation of the building, with the dates documented of when fire drills had been carried out. Fire exits were clearly identifiable. There was a fire blanket, fire fighting extinguishers and fire doors in situ throughout the building, which had been appropriately checked.

The premises appeared secure with the access to the premises controlled. The main front door lead into a foyer area, a second door leading into the nursery was as a rule kept locked. A requirement was made for the double gates at the front of the property be made secure and that a latch/lock device be fitted that would prevent children from accessing the road, as on occasions the gate could be left open which results in a potential hazard to child.

Electrical and gas appliances had been inspected and carried certificates.

A record of visitors was kept. A good practice recommendation was made for doors to be fitted with door guards that would prevent finger trapping.

**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
To ensure that the gate at the front of the property is made secure.	31/08/07	12 (a) 12 (c)

**Good practice Recommendations:**

- A good practice recommendation was made for doors to be fitted with door guards that would prevent finger trapping.