

Busy Bee's Playgroup Day Care of Children

Unit 1/Unit 2
Markethill Industrial Estate
Markethill Road
Turriff
AB53 4AG

Telephone: 01888 563844

Type of inspection: Unannounced
Inspection completed on: 14 December 2016

Service provided by:
Busy Bee's Playgroup

Service provider number:
SP2003000467

Care service number:
CS2003002594

About the service

Busy Bee's Playgroup is registered to provide a care service to a maximum of 35 children aged 2 years to those not yet attending primary school. Busy Bee's caters for both ante-preschool and pre-school children. It is a commissioned group, which means they receive government funding for 3-5 year olds.

The aims of the playgroup are to provide a safe, warm and happy environment that is challenging and stimulating.

The Care Inspectorate 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 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.

What people told us

We observed the children and saw that they were receiving a positive experience during their time at playgroup. We spoke to a number of children during our visit. Children were observed to be happy and engaged in various activities throughout the inspection.

Eleven parents returned completed questionnaires to us before the inspection. We also spoke to three parents as they dropped off and collected their children. They told us that their children settled in well to the playgroup and enjoyed coming. One parent told us that they were particularly happy with the outdoor play area which had really improved recently. They also felt that there was "better communication than there used to be". Parents also fed back that the staff were all really nice and friendly and that their child was progressing as a result of going to playgroup.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements in their service such as the outdoor area and mind maps to gain childrens views. The self-assessment clearly identified some key areas for improvement and how the service intended to take these forward such as reviewed infection control policy, improvement plans and induction process. The manager told us how the people who used the care service were involved in the self-assessment process and how their feedback directed the development of the service.

We discussed with the provider and manager that future self-assessments could be developed further to focus more on the outcomes for children.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Children in the service were provided with good quality care and support.

During the inspection we observed very positive interaction between staff and children. Staff knew the children well and were attentive to their needs. This helped to form attachments between child and carer and for children to feel nurtured. Some children spoke Polish and staff had compiled a booklet with Polish phrases to use with the children. This helped the children to feel included within their group.

To help keep children safe, the service had reviewed their medication policy since the last inspection to ensure that it was in line with best practice. It should be further developed to reflect that the medication records are reviewed every 3 months. There was a new evacuation bag that included emergency phone numbers, inhalers and care plans. This helped to support children's health needs if an emergency arose.

To support health and wellbeing, meals were healthy and followed best practice. Snack was free flow and did not interrupt children's play. Children in the 2's room were given the opportunity to be independent by helping to prepare snack and self-serve. This was less apparent in the 3-5 years room and should be developed further.

Some progress had been made to the children's care plans and they were now being reviewed every three months. However, the plans for children with additional support needs did not reflect staffs good understanding about their specific needs. They should also include links to outside agencies and to the SHANARRI wellbeing indicators. **(See requirement 1).**

The children in the morning group, aged 2-3 years, did not get access to fresh air and energetic play and the children in the 3-5 years room were only outside for 15 minutes. Children should have daily access to outdoor play for a substantial amount of time to support their health and keep them active. We discussed the benefits of free flow outdoor play and referred the manager and provider to the 'My World Outdoors' best practice guidance. **(See recommendation 1).**

Requirements

Number of requirements: 1

1. 1. The provider and manager need to ensure that all the support needs of the children are provided for. To achieve this they should:

- a) Ensure that personal plans detail all identified needs of each child and how these will be supported by the service.
- b) Involve parents and other professionals, if appropriate, in the development and review of the personal plan.
- c) Ensure that personal plans are effectively reviewed at least once every six months.

This is in order to comply with The Social Care and Social Work Improvement (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210), regulation 5(1)(2).

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing; Standard 6: Support and Development: Standard 14: Well-Managed Service.

Timescale - 2 weeks on receipt of this report

Recommendations

Number of recommendations: 1

1. Staff should research the benefits of outdoor play and continue to review the existing use of the outdoor area to improve children's access and experiences.

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience.

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the environment to be of a very good standard. The children were in a safe and secure environment. The walls were bright and colourful, featured child led activities and the rooms were well laid out.

Children had access to a wide range of resources that were age and stage appropriate. Both rooms had natural resources and children could access toys freely. Activities were inviting and exciting such as the water tray was filled with foam and glitter for the children to experience.

The children were fully engaged with the good quality toys and activities on offer and no unwanted behaviour was displayed. Staff had also spoken with an outside agency regarding toys appropriate for children with additional support needs for children within the playgroup to use.

Quiet areas had been created within the playrooms for children to use when they wanted to rest. These areas were cosy and inviting spaces and were well used by the children.

The staff were kind and caring towards the children contributing to the lovely environment that the children were in. Links to literacy and numeracy were used to extend the children's learning and help them to achieve. For example, in the 2-3 years room children were given a pictorial number card during snack to know how many vegetables to take.

The outdoor learning environment was exciting and had greatly improved. The children had access to loose parts, a well-resourced mud kitchen, natural wooden seats and wooden climbing frame with slide attached. The children were able to be creative, explore and keep active in the garden. Staff spoke about further improvements to the garden such as adding a water wall. Links to literacy and numeracy can be developed outdoors too.

It was positive to see children being encouraged to identify and reduce risks outdoors, for example wiping down the wet slide. A premises risk assessment however still had not been developed. This would help support staff to ensure that potential hazards in the environment were addressed to help keep children safe. **(See recommendation 1).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure the safety, health and wellbeing of children, risk assessments should be produced for all areas of the playgroup in consultation with staff.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing.

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We observed the quality of staffing to be of a good standard with staff attending training where possible and being aware of children's individual needs and personalities. Staff were good at identifying children with additional support needs and referring them on appropriate agencies to ensure effective early intervention. Staff were to receive training on autism soon and this will help to further meet some children's needs within the playgroup.

All staff had been recruited properly and registered with Scottish Social Services Council (SSSC) since the last inspection. The staff were well-skilled, enthusiastic and children were nurtured in their care. We observed good interactions between staff and children and they were also promoting positive behaviour. Staff demonstrated the importance of confidentiality regarding the records they were keeping.

We observed good communication between staff and parents. We saw a staff member inform a parent of an incident that happened that day. Parents had also fed back that they were pleased with the level and type of communication and with the quality of staff.

Staff afforded children choice through gaining their views and this was displayed through mind maps on the wall. Staff were monitoring children more closely now at the toilet. The toilet area was fenced off and children were accompanied by a member of staff. A toilet card system was spoken about to encourage and develop children's independence.

Regular team meetings took place and staff were consulted and participated in making decisions and putting forward their ideas. The staff were interested in developing the service further.

Staff had started to review children's learning profiles to ensure that they were more individual and meaningful to the child. This is an area that could still be improved. **(See recommendation 1)**. Staff had discussed the use of floorbook planning and were to trial this in the upcoming weeks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure improved outcomes for children, the service should further develop planning to ensure that individual needs and interests are reflected and supported.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children; Standard 5: Quality of Experiences; Standard 12: Confidence in Staff.

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found the quality of management and leadership to be of a good standard. Most of the requirements and recommendations from the last inspection had been met. There was evidence of those not yet met being progressed.

Management encouraged the development of their team and supported them in keeping children in their care safe. The manager had worked really hard since the last inspection to improve outcomes for children within the playgroup.

Staff felt valued and supported by the provider and manager.

The recruitment procedures were now robust and included a new recruitment and induction checklist to ensure staff were recruited properly, helping to keep the children safe. A start date should be included in this checklist.

The manager date stamped policies and forms as part of her quality assurance system. These included care plans, medication records and incident forms. These were not stamped until the manager is satisfied with the content.

The service had issued a questionnaire to parents. This had been collated and the outcome was really positive. We saw evidence that suggestions had been acted upon. Parents interest boards were displayed on walls in the foyer. Parents also gave their views and ideas on developing the outdoor area.

We saw evidence of training records, minutes of meetings and improvement plans. The improvement plans made

reference to the new self-evaluation tool 'How Good Is Our Early Learning and Childcare' (HGIOELCC) document. These were discussed in meetings and planning and related to the children's needs and experiences.

Staff took part in a formal appraisal system and regular review meetings. These provided opportunities to highlight strengths and identify areas for development.

Staff had received in-house training on GIRFEC. This area needs to be developed with a more formal training approach. This would help staffs understanding of the SHANARRI wellbeing indicators and to make sure the children's needs are being met effectively. **(See Recommendation 1).**

The manager and staff had knowledge on guidance about sharing information with parents. However, accident records did not always show when a parent had been notified of the incident. **(See requirement 1).**

Requirements

Number of requirements: 1

1. In order to safeguard children and provide accurate information details of incidents must be recorded as soon as possible, and at least on the same day, and shared with parents.

This is in order to comply with Scottish Statutory instrument 20011/210 Regulation 4(1)(a)

Timescale - 24 hours on receipt of this report.

Recommendations

Number of recommendations: 1

1. A clear training plan should be developed by the service to ensure that all staff have the required qualifications and skills relevant to the aims of the service and the needs of the children. This should include training to support staff to embrace the ethos behind GIRFEC and their associated wellbeing indicators, SHANARRI.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff.

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider and manager need to ensure that all the support needs of the children are provided for. To achieve this they should:

- a) Ensure that personal plans detail all identified needs of each child and how these will be supported by the service.
- b) Involve parents and other professionals, if appropriate, in the development and review of the personal plan.
- c) Ensure that personal plans are effectively reviewed at least once every six months.

This is in order to comply with The Social Care and Social Work Improvement (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210), regulation 5(1)(2). A requirement that a provider must prepare a written plan for each child.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing; Standard 6: Support and Development; Standard 14: Well-Managed Service.

This requirement was made on 19 November 2015.

Action taken on previous requirement

The personal plans are now reviewed every three months. However, the plans for children with additional support needs were not detailed enough and did not reflect what staff had told us about their specific needs. They also need to include links to outside agencies and to SHANARRI wellbeing indicators. The requirement has therefore been restated under theme 1 - quality of care and support.

Not met

Requirement 2

The provider and manager need to review and improve their management of medication, taking account of current best practice guidance on the management of medication in day care and childminding services. In particular, they should develop and implement a clear, effective policy and procedure to support this which should include:

- a) Ensuring medications are always be supplied in their original container.
- b) Ensuring that expiry dates are recorded for all medications.
- c) Undertaking regular audits of the medication processes, and recording the outcome of the audit and any actions taken to improve practice as a result of the audit.

This is in order to comply with The Social Care and Social Work Improvement (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210), regulation 4(1)(a).

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing; Standard 14: Well-Managed Service.

This requirement was made on 19 November 2015.

Action taken on previous requirement

We looked at the record of medication stored on the premises and found that it contained an accurate record of the medication, dose and expiry dates. The medication policy has been revisited and reflected best practice. The medication policy should include that the medication records are checked every three months as per the services practice.

Met - outwith timescales

Requirement 3

The provider and manager must implement an effective quality assurance system, to ensure children's safety and improve outcomes for children in the service.

This is in order to comply with: Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4(1)(a).

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience; Standard 12: Confidence in Staff; Standard 13: Improving the Service; Standard 14: Well-Managed Service.

This requirement was made on 19 November 2015.

Action taken on previous requirement

An effective quality assurance system was now in place. The manager had worked hard to improve systems in place to ensure safe recruitment of staff and monitoring of personal plans and other records. Clear improvement plans were also in place. Nearly all the requirements and recommendations from the last two inspections had been fully met. For those not met there was evidence that they were being progressed.

Met - outwith timescales

Requirement 4

In order to protect children, the provider must review, update and implement an effective recruitment procedure, in line with current best practice. They must also ensure all the required checks are undertaken, before staff start in employment.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 9(1) and (2)(a-c).

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff; and the SSSC Codes of Practice for Employers of Social Service Workers.

This requirement was made on 19 November 2015.

Action taken on previous requirement

A robust recruitment checklist is now in place and we were satisfied that staff had been recruited in line with best practice. The checklist must be further developed to include a start date for employees

Met - outwith timescales

Requirement 5

In order to protect children, the provider must ensure that only staff who are registered with the SSSC or another professional body, or who are newly recruited and are capable of achieving such registration within 6 months of commencing in post, may carry out work in the care service in a post for which registration is required.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 9(2)(c).

This requirement was made on 19 November 2015.

Action taken on previous requirement

We saw evidence that staff were appropriately registered with the Scottish Social Services Council (SSSC).

Met - outwith timescales

Requirement 6

In order to safeguard children the provider must ensure:

- a. Clear guidance is available for staff on what information can be shared with parents and when this information can be shared with parents
- b. Staff are aware of their responsibilities to share information with parents. This includes knowing what information can be shared with parents and when this information can be shared with parents.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 15 (b) (i).

This requirement was made on 12 May 2016.

Action taken on previous requirement

The manager and staff had knowledge on guidance about sharing information with parents and understood their role and responsibilities.

Met - within timescales

Requirement 7

In order to safeguard children and provide accurate information details of incidents must be recorded as soon as possible, and at least on the same day, and shared with parents.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).

This requirement was made on 12 May 2016.

Action taken on previous requirement

Although there was evidence that parents and carers were notified on accidents and incidents the records did not always show when this took place. A requirement has been made under quality theme 'management and leadership'.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The manager and staff should continue to develop ways of involving parents to put forward their views and make suggestions to improve and develop the service. They should analyse feedback findings, publish the outcomes and take action to make improvements.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 14: Well-Managed Service.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

Systems in place for encouraging feedback from parents and carers had been improved. We were able to see that suggestions on how the service could improve had been acted upon.

Recommendation 2

The manager and staff need to review their approach to planning to take account of children's interests and needs. They also need to undertake an audit of children's profiles, and support staff to further develop their practice in relation to observation, recording and assessing children's development progress. This will ensure staff are more effectively planning to meet individual needs and improve outcomes for children across the playgroup.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children; Standard 5: Quality of Experiences; Standard 12: Confidence in Staff.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

The team felt this was still an area that could be developed. They are to receive support from the principal teacher in January. The staff are keen to try floor books as a way of planning to account for children's views. This recommendation was still being progressed. A recommendation has been made under theme 3 - quality of staffing.

Recommendation 3

The manager and staff should further develop strategies which ensure that children participate in assessing and improving the overall quality of the service.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience; Standard 13: Improving the Service.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

The children were asked throughout the sessions what they would like to play with and what they would like for snack. Mind maps of the children's ideas were displayed on the walls. Child led work was displayed throughout the play rooms.

Recommendation 4

Risk assessments should be produced for all areas of the playgroup in consultation with staff. This will ensure staff are fully aware of measures required to be put in place to keep children safe during their time at playgroup. This is to ensure the safety, health and wellbeing of the children.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing; Standard 6: Support and Development.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

Some staff had attended risk benefit training. Children were kept safe during the inspection and were encouraged to identify and reduce risks. A premises risk assessment had however not been developed. A recommendation about developing an effective premises risk assessment has been made under theme 2 - quality of environment.

Recommendation 5

The manager, involving staff, should review the service policy and procedures on infection prevention and control, taking account of nappy changing procedures. The updated procedures should be in line with best practice guidance. This is to ensure the safety, health and wellbeing of the children.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment; Standard 3: Health and Wellbeing.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

A new nappy changing procedure had been developed and was appropriately displayed. It was in line with best practice. We were satisfied with infection control procedures we observed during the inspection.

Recommendation 6

Staff should evaluate the different areas within the service to ensure that they promote stimulation and challenge in line with children's ages and stages of development. Consideration should be given to involving children in this process.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

The rooms were now well laid out. The children were provided with stimulation and challenge.

Recommendation 7

Staff should research the benefits of outdoor play and continue to review the existing use of the outdoor area to improve children's access and experiences.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

The outdoor area was greatly improved and very exciting for children. The service hoped to develop this further with a water wall. However, the children were not always given opportunity to go outdoors. The children that were outside were not out for very long. Staff should allow children daily access to the outdoors and for a longer period of time. Free flow play was discussed along with highlighting to staff the 'My World Outdoors' document on best practice. A recommendation has been made under theme 1 quality of care and support.

Recommendation 8

A clear training plan should be developed by the service to ensure that all staff have the required qualifications and skills relevant to the aims of the service and the needs of the children. This should include training to support staff to embrace the ethos behind GIRFEC and their associated wellbeing indicators, SHANARRI.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff.

This recommendation was made on 19 November 2015.

Action taken on previous recommendation

Staff had received in-house training of GIRFEC and also training sessions in relation to child protection. Records were in place. Staff understood importance of early intervention. However, a more formal training on GIRFEC and the SHANARRI indicators is required so the staff have a deeper knowledge and are more able to meet the needs of the children.

Recommendation 9

In order to ensure the safety of children, the manager and staff should put effective measures in place to ensure children are appropriately supervised in the toilet area.

Reference: National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation

The toilet areas were now sectioned off and staff were monitoring children more closely when visiting the toilet area. This ensured that children were kept safe. Staff were aware that the system however did not promote children's independence and had been exploring ways of addressing this.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
17 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
19 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 1 - Unsatisfactory 1 - Unsatisfactory
21 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 5 - Very good 4 - Good
24 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
19 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 4 - Good

Date	Type	Gradings	
25 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.