



Inspection Report

Busy Bees at Cardiff Gate

**Greenwood Close
Cardiff Gate Business Park
Cardiff
CF23 8RD**



Date Inspection Completed

20/05/2022

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About Busy Bees at Cardiff Gate

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Busy Bees Nurseries Limited
Registered places	100
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since registration.
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

<u>Well-being</u>	Excellent
<u>Care and Development</u>	Good
<u>Environment</u>	Excellent
<u>Leadership and Management</u>	Good

For further information on ratings, please see the end of this report

Summary

Children are very happy and enjoy attending the setting. They feel very safe and secure in the care of staff. Children have excellent opportunities for play and learning and develop their independence through a range of quality experiences and play.

Staff are professional, well qualified and passionate about their roles. They implement the setting's policies and procedures effectively. Staff are patient, kind and caring. They support children's learning and development through a wide range of planned activities led by children's interests and developmental needs. Staff keep effective records of children's progress.

The environment is secure, clean, and welcoming. An extensive range of toys and equipment both indoors and outdoors promote children's play very well. Staff follow procedures to ensure the environment is safe, completing risk assessments and daily checks consistently.

People who run the setting are highly motivated and implement policies and procedures that reflect the care provided. They use self-evaluation effectively to identify and make improvements. Parents are kept well informed and up to date about their child's experiences and development.

Well-being

Excellent

Children have many choices and opportunities to make decisions about how they spend their time. They choose from a variety of exciting and enjoyable activities. We saw children delight in their play with water, sand, and musical instruments. Children are confident to communicate their thoughts and ideas, as they know staff will listen and show interest. For example, toddlers enthusiastically decided which songs to sing before lunchtime

Children are very happy at the setting and feel valued. They enjoy being in the company of other children and form friendships that help them to feel content. Children who are new to the setting soon settle with plenty of cuddles from their key worker. Children know the staff and routines very well, giving them a sense of belonging. They receive lots of encouragement and praise from staff when learning new skills, which gives them the confidence to play and learn. For example, when a young child tries to ride on a trike and manages to push themselves along, a staff member said, "*Well done, you're doing really well!*"

Children are beginning to form friendships in line with their age and stage of development. They play happily alongside each other or together. Children welcomed us warmly and were excited to chat and show their toys. One young child spontaneously carried a chair across the garden for us to sit down. Children learn to respect each other and the resources, learning to share and use equipment appropriately. For example, we saw a group of toddlers sharing the crayons well as they enjoyed a drawing activity.

Children thoroughly enjoy their play and learning. They benefit from an excellent variety of age appropriate play and learning resources in each room. Children are motivated to follow their own interests and sustain their play for periods suitable to their age and stage of development. We saw two young children make up a throwing and catching game using small bean bags. As the play developed plenty of laughter and giggles clearly showed their enjoyment.

Children develop a wide range of skills as they play. They have many opportunities to become independent. Young children are encouraged to feed themselves, with staff offering support where needed. Older children pour their own drinks and help clear their plates at lunch time. Children readily help to tidy away at the end of a play session.

Care and Development

Good

Staff have a good understanding of their roles and responsibilities to keep children safe and healthy. They receive regular safeguarding training and effectively implement the setting policies and procedures should they have concerns about a child. Staff we spoke with were confident to recognise the signs and symptoms of abuse. A wide range of healthy foods are on offer at snack time and drinking water is always available. The setting is working towards completing a healthy snack award. The cook holds a current qualification in food safety and prepares a good variety of healthy home cooked meals for the children. Information relating to children's allergies and medical conditions is accessible to all staff, with strong systems in place to ensure children's dietary requirements are safely met. Staff record all accidents in detail and share this information with parents. However, existing injury record forms lacked the detail required to monitor potential safeguarding issues. There are very good Covid-19 practices in place along with a detailed Covid-19 risk assessment, which we saw staff following. Regular fire drill practices ensure staff and children are aware of how to leave the building safely.

Staff are kind and caring towards the children. They are responsive and nurturing, which means children approach them with ease. Staff work well together to support and promote children's social behaviour, being mindful of their age and stage of development. There is a comprehensive behaviour management policy, promoting positive strategies. Most staff implement this skilfully, using distraction methods and lots of positive language to reinforce positive behaviour. In addition, staff work very well with outside agencies to seek support to meet individual children's needs. Staff are good role models; they encourage good manners and prompt the children to say "*please*" and "*thank you.*"

Staff support children's learning and development effectively. They regularly observe children's play and learning to track their progress. This informs the planning of future activities to promote children's next steps in learning and development. Parents are regularly updated about their children's progress and development. Staff naturally promote children's learning as they play. For example, we saw a staff member encourage a young child to count with her as the child used blocks to build a tower. However, we heard limited use of incidental Welsh language throughout the setting.

Environment**Excellent**

The environment is safe and very well maintained. The entrance is secure; locked doors ensure only authorised access. Staff keep children safe because managers regularly review risk assessments for all areas of the setting and any outings undertaken. Staff complete comprehensive daily safety checks of the indoor and outdoor environments to identify and eliminate any risks to children's safety. Registers of staff and children's arrival and departure at the setting are complete. Safety certificates are up to date including gas boiler service, electrical testing, and fire safety checks.

The environment is welcoming and child friendly. The setting has recently been refurbished and decorated in calming neutral colours. Two rooms in the preschool area have been opened into one large area, allowing children more space and freedom to move around as they play. The person in charge told us they plan to develop a sensory room for all children to access. Playrooms are organised to promote all areas of children's development, with a very good range of resources, including real life items, multicultural dolls, and books. Wall displays include the children's artwork, which celebrates their achievements, giving them a sense of pride and belonging. The large outdoor area has a wide range of equipment suitable for the age of the children. A canopied area and large mature trees offer shelter and shade for all weather play. During the inspection most preschool children chose to play outside. We saw them thoroughly enjoy their play on trikes, ride in cars and 'cooking' in the mud kitchen.

Regular cleaning of toys and equipment is undertaken and resources are of excellent quality. The setting has suitable furniture and resources to support children's independence. For example, child sized tables, chairs, low level toys storage and individual named coat pegs for their belongings. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and fresh. Liquid soap and paper towels are easily accessible to support children's independence when washing their hands.

Leadership and Management

Good

People who run the setting are skilled and experienced. They manage the setting in line with the regulations and National Minimum Standards. The person in charge (PiC) is new to post and receives excellent support from the wider management team. During the past 12 months the setting have experienced several changes of PiC. Staff we spoke to told us this lack of consistency has been challenging. However, they added, since the appointment of the new PiC their morale has improved significantly, they now feel very well supported. There is a clear statement of purpose, which provides an accurate picture of how the setting runs. Required policies and procedures are of a high quality and staff implement these effectively. Permissions from parents to administer emergency medication are obtained, however, permissions for emergency medical treatment are not in place.

People who run the setting work hard to provide a quality care provision to children and their families. The staff team are enthusiastic, motivated and enjoy their work. People who run the setting maintain an organised environment and all documents are easily accessed and in good order. Staff files are of a good quality and all relevant checks carried out to ensure staff are suitable to work with children. All staff receive regular supervisions and annual appraisals, which enable them to identify their strengths and areas for development. There are enough qualified and experienced staff to make sure children are always well cared for. The annual quality of care review considers the views of parents, children and staff and identifies areas for development. Actions identified in the report have been implemented, including refurbishment of the premises, introduction of more real-life resources and working with outside agencies to support additional learning needs (ALN) children.

There is a clear system in place to ensure that staff's Disclosure and Barring Service checks (DBS) are current. All staff have up to date mandatory training and there are good opportunities for staff to receive additional training as required. Staff told us the management team are supportive and receptive to their ideas.

The setting has established beneficial relationships with parents. Parents receive regular feedback on their child's progress and photographs of their children playing during the day, via a digital app. Parents we spoke to told us their children love attending and settle very quickly. One parent said, their child is "*Happy to go in, doesn't even look back, loves it there*".

Recommendations to meet with the National Minimum Standards

R1. Increase the use of incidental Welsh.

R2. Review form for recording pre-existing injuries to ensure relevant detail is recorded.

R3. Ensure parental permission for emergency medical treatment is obtained.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

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