



Inspection Report

Busy Bees at Bridgend

**Ffordd Tirion
Broadlands
Bridgend
CF31 5EX**



Date Inspection Completed

30/11/2022

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About Busy Bees at Bridgend

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Busy Bees Nurseries Limited
Registered places	108
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] Post registration inspection
Is this a Flying Start service?	Manual Insert] No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are happy, settled and enjoy their play and learning. Their opinions and interests are highly valued. Children receive a variety of indoor and outdoor play opportunities and make choices about how to spend their time at the setting. They interact well with their friends and form close relationships with staff.

Overall, most staff spoken to understand and implement policies and procedures to keep children safe. They are kind towards children, providing positive interactions to ensure children feel valued and happy. Staff are good role models and meet children's needs well.

The environment is safe, clean, and welcoming. It is child-centred and well organised to stimulate and support children's play and learning. A good range of indoor and outdoor resources promote children's learning and all-round development.

Overall, people running the setting are organised and manage the setting well. They regularly review policies and procedures and generally ensure these are put into practice. People who run the setting have positive relationships with staff, parents, and carers. We, Care Inspectorate Wales (CIW), have noted one area for improvement and five recommendations at the end of the report.

Children are confident to approach staff and communicate as their wants, moods and needs are considered. For example, we saw children confident to say if they didn't like something at mealtimes. Children's learning interests are considered when planning activities and they are actively involved in what they do. For example, they thoroughly enjoy choosing songs at singing time. Children have good opportunities to make choices about how they spend their time. They move freely between activities choosing what to play with. Children have the freedom to safely explore their indoor and outdoor environments.

Nearly all children are happy and settled. Babies who have recently started could be upset at times, but they relax and settle with staff support. Overall, children cope very well with separation from their parents and experience care from staff who are kind gentle and warm. Children have good bonds of affection with staff, and we saw young children having reassuring cuddles when they needed and wanted them. Children are familiar with the routines which they enjoy and adds to their sense of safety and belonging. For example, we saw children eagerly tidying up ready for circle time and going to find their personalised placemats at lunch time.

Children are learning to co-operate, take turns and share. They play happily alongside each other or together, beginning to form friendships, in line with their age and stage of development. Children sit calmly at the table at meals and enjoy chatting to their friends.

Children thoroughly enjoy their play and learning at the setting. We saw children confidently engaging with a variety of toys and activities for example, painting, playing with racing cars, finding dinosaurs in the earth table and excitedly running around the garden. We saw children totally absorbed in a story being read to them.

Children have good opportunities to develop their independence skills. We saw children encouraged to wash their own faces, feed themselves, access their own drinks and carry their own plated dinner to their place. Children are supported to develop their independence in finding their coats and hats and putting them on and with washing their hands and accessing the toilet.

Care and Development

Good

Overall, most staff spoken to as part of the inspection understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. Staff have a good understanding of their responsibilities to protect children, appropriately answering safeguarding scenarios. Overall, most staff implement cleaning and hygiene practices appropriately. However, there are inconsistencies across the service. For example, younger children and staff did not wash their hands prior to meals and nappy changing practices are not always fully followed. Staff are aware of allergies and have effective systems in place to support dietary needs. A healthy menu is in place with vegetarian and vegan alternatives.

Appropriate accident and incident records are in place and signed by parents, with review system in place. Most staff identify and actively manage risks. We saw staff promoting and encouraging children to take risks when accessing a range of apparatus within the outdoor environment. Staff are aware of where children are in the setting. Positioning themselves appropriately when children have free flow, between indoors and outdoors.

Staff understand the behaviour management policy and consistently implement positive strategies. They have strong relationships with children, offering encouragement and praise. We heard staff regularly saying, “*good girl/boy*” and “*well done*”. They remind children to use manners such as, ‘*yes please*’ and ‘*thank you*’. Staff genuinely listen and respect children’s views. They support younger children by giving them cuddles, comfort, and acknowledge their wants, for example when ready for a drink or rest. Mealtimes in some areas are a little disorganised, which led to some young children having to wait for their meals. Interactions demonstrate warmth and kindness as staff lower to children’s levels to engage with them. They know children well and have extensive knowledge of their needs. For example, basic sign language is used to support children who need visual cues as well as verbal instructions.

Nearly all staff are committed to providing a range of play and learning activities. A key worker system is in place, which supports and allows for observations. Children’s development is regularly reviewed and is available on an interactive app for parents and staff to view. Block and natural play environments are encouraged in line with the new curriculum for Wales. Staff support and provide for children with individual needs, by obtaining further information and multi-agency support as needed. Minimal incidental Welsh was heard throughout the day. However, the setting promotes Welsh through displays, songs, and basic interactions at times.

Environment**Good**

The premises are welcoming, warm, and accessible to all. They are well maintained with consistent and good heating and ventilation dependent on the temperature. Overall, the people who run the setting ensure the environment is very safe and secure for children. Good risk assessments are in place for the premises and activities. Daily safety checks are undertaken and recorded, although did not always recognise risks. Minor safety matters raised during the course of the inspection were addressed immediately. Records show that fire and lock down drills are carried out regularly and insurance certificates are up to date. Routine safety checks for the building and appliances, such as an annual gas safety check are in place. The setting is registered with the food safety department. Cleaning schedules are in place, and the environment is clean and in good condition.

The purpose-built setting gives children access to toilets, changing facilities and to good sized indoor and outdoor spaces specific to their group. This increases their independence and choice, providing spacious and exciting areas for children to explore. Leaders ensure that the outdoor play spaces are used as often as possible. The indoor rooms are organised well to promote all areas of children's development.

The setting has good quality furniture and resources to support children's independence. For example, child sized tables, chairs, low level toy storage units and coat pegs for children's belongings. There are a suitable number of children's toilets and nappy changing facilities available. There are plenty of toys and resources in the indoor and outdoor areas. These are of good quality and are set up in ways that to stimulate children's imagination and promote children's curiosity and exploration. There is a balance between the need to promote children's safety and protect them from harm and the need to support children to take risks. For example, the climbing equipment in the outdoor area allows children to take managed risks and develop new skills.

Leadership and Management

Good

The setting is managed by designated People in Charge, on behalf of a limited company, with support of an area and national team. At present there is no registered Responsible Individual for the setting. However, the organisation are in the process of adding a new Responsible Individual.

Overall, the people who run the setting are effective in the way they manage and operate the setting and are committed to ongoing improvements. They regularly review policies and procedures and ensure these are put into practice, although some do not reflect recent changes in Welsh legislation. They ensure all the required records are accurately kept. Following the inspection visit, emergency medical consent for children and an additional room register for staff has been implemented. They ensure staff and children attendance records are maintained. The setting is registered with the Information Commissioners Office (ICO) and has current public and employee liability insurance.

People who run the setting have procedures in place for self-evaluation. They have systems to gather parents' feedback through online questionnaires. A quality of care review has not been undertaken for the year 2021-2022. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The setting is proactive in seeking funding and support to provide a good service to the staff, children, and parents/carers.

People who run the setting implement safe recruitment procedures to safeguard children. A thorough induction policy is in place and completed for staff at the setting. Staff well being is a priority and they told us they feel well supported and can speak to the management at any time. People who run the setting carry out regular supervisions, development reviews and annual appraisals. A training matrix is in place, which is regularly reviewed. Staff receive regular training and keep up to date with new initiatives to further their professional development.

People who run the setting have positive relationships with parents and carers. A handover is provided to parents on collection, with verbal information shared about their child's time in the setting and using the online app. There are positive relationships with a range of professionals, including the local authority, health visitors, and other stakeholders.

Recommendations to meet with the National Minimum Standards

R1. Ensure cleaning, hygiene and nappy changing practices are consistently followed across the setting

R2. Ensure mealtimes are suitably organised for all children

R3. Develop use of Welsh across the service

R4. Ensure unnecessary risks are removed and risk assessments are effective

R5. Ensure policies and procedures are reviewed to reflect current Welsh guidance and legislation.

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
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16	A quality of care review had not been undertaken. Ensure that an effective quality of care review is undertaken and report produced.	New
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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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