



## Inspection Report

**Busy Bees Blaenavon @ Park Street**

**New Life Christian Centre  
Park Street  
Blaenavon  
Pontypool  
NP4 9AA**



**Date Inspection Completed**

06/03/2024

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## About Busy Bees Blaenavon @ Park Street

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Busy Bees Blaenavon Day Nursery and Kids Club
Registered places	65
Language of the service	English
Previous Care Inspectorate Wales inspection	8 June 2023
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	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.

## **Summary**

**This was a focused inspection, and on this occasion, we did not consider all themes in full.**

Children are happy and enjoy themselves at the setting. They have formed valid relationships with one another and staff, which helps them feel safe and secure. They make choices about how they spend their time and are confident in their environment. Their independence skills are developing by participating in a variety of activities.

Staff promote healthy lifestyles by providing broad and balanced meals for children and follow safe hygiene practices. Their interactions are consistently positive, warm and nurturing using positive praise to recognise children's many achievements. They support children to follow their own interests and ensure many opportunities for free play.

The environment is safe and secure and people who run the setting have put further safety and security measures in place for the entrance to the setting. The environment is warm, and welcoming providing ample space for children to play and learn. There are suitable resources available, which are appropriate to the age of the children.

The management of the service is satisfactory. The provider has been proactive in addressing many of the issues raised at the last inspection, however a small number of areas still require attention to ensure compliance with regulations and National Minimum Standards. The Responsible Individual is open to feedback and keen to make improvements.

## Well-being

Children have many opportunities to make choices and decisions about how they spend their time. They follow their own interests, freely exploring their play environment and participate in activities that engage them. Children know their requests are listened to and responded to by staff. For example, a younger non-verbal child pointed to a paint brush and staff acted promptly recognising that the child wanted to paint, and this was granted. Older children confidently ask for anything they want with ease. For example, at lunch time a child asked, *“Can I have more water please?”*

Children feel safe, happy and enjoy their time at the setting. They have a sense of security and are relaxed because they are familiar with routines and know what to expect during sessions. They have formed secure relationships and bonds of attachment with staff, and their needs and feelings are acknowledged. We observed many children seek out hugs when they were upset, with staff providing comfort and reassuring words. Children receive frequent praise for their efforts and achievements. For example, one child looked into a mirror smiling proudly when they were praised by staff for their jumping skills.

Overall, children interact with one another positively. They are developing close friendships and play happily together, sharing plenty of smiles and giggles. We heard one child say to another, *“We are going to play together today because we are friends aren’t we”* as they get ready to leave for school. They are learning how to share toys and resources and take turns in their play with gentle reminders from staff. For example, we saw a child offering a toy giraffe to another child after being reminded by staff that *“It’s kind to share”*.

Children are engaged and self-motivated to initiate their own play and explore their surroundings. They express enjoyment in their play and learning and are keen to share their work and achievements. For example, a group of children were keen to show a book they had been reading together saying *“Look, we have been reading this book together, it’s called the Deep Blue Sea”* as they hold it up proudly. They show excitement in focused activities such as ‘snap snap crocodile’, squealing with delight as they eagerly await to wake up.

Children are suitably developing their self-help skills, for example during lunch time, most children eat independently using age-appropriate cutlery. Older children take responsibility for their personal belongings and are becoming confident to try things for themselves. For example, they attempt to take off their own coats, with staff offering support where needed. Most children are able to follow instructions from staff, helping to tidy up after play and put resources away.

## Care and Development

**As this was a focused inspection, we have not considered this theme, in full.**

Staff have a reasonable understanding of how to keep children safe and healthy. They are confident in recognising signs and symptoms of abuse and understand how to report any safeguarding concerns by discussing these with room leaders or the manager at the setting. There are a suitable number of staff who hold paediatric first aid training, enabling them to deal with minor accidents confidently. Staff promote hygiene at the setting. For example, they follow correct cleaning procedures as part of the infection control process and encourage and support children to wash their hands before eating. Additionally, we saw that children are encouraged to wipe their hands and faces with individual flannels following mealtimes. There are two part time cooks at the setting and all food is freshly prepared on site. All meals and snacks provided to children are healthy, balanced and nutritious in line with Welsh Government Guidelines. Staff follow clear and agreed procedures to manage any food allergies, individual dietary requirements or medical needs. They also take children's likes and dislikes of certain foods into consideration by obtaining relevant information from parents through 'All about me' forms which are regularly updated. This allows them to provide suitable food alternatives should this be required. Staff implement and follow suitable nappy changing procedures appropriately in line with the settings 'caring for babies and toddler' and 'toileting' policies and use effective methods to avoid cross contamination such as using gloves.

During the inspection, we saw that staff are responsive and nurturing implementing effective strategies such as the use of positive language and praise. We heard phrases such as *"That's amazing, these pictures are absolutely beautiful, well done"* after children had finished painting and *"Well done, that's very polite of you"* after children remembered to use their manners. Staff are good role models and set realistic boundaries. They manage any unwanted behaviour, with gentle verbal reminders such as *"Remember to use your walking feet, we don't want to run in case we hurt ourselves."*

Staff support children's learning and development appropriately. They provide a variety of activities and opportunities for free play and allow children to follow their own interests, motivating them to learn. They ask appropriate questions to naturally extend children's learning. For example, as children painted their hands to create pictures, we heard a member of staff ask a child to identify different coloured paints asking, *"Which colour would you like?"* and *"Can you show me which colour is blue?"*. They promote the Welsh language suitably, using simple words and phrases with children such as *'Da iawn'* and *'Golchi dwylo'*.

## Environment

**As this was a focused inspection, we have not considered this theme, in full.**

People who run the setting provide a secure environment. External doors are locked and have keypad controls to ensure there is only authorised entry to the setting and a log of visitors is maintained. Since the last inspection, people who run the setting have made improvements to the entrance by installing a new external gate to the premises which is much taller in height than the previous one. This ensures that the entrance area is secure so that children cannot leave the service undetected and unauthorised visitors are not able to access the outdoor play area when this is in use by the children.

Overall, the environment of the setting is warm, welcoming and child friendly. The indoor area is organised appropriately with suitable areas of play and learning that promote children's development. All rooms have areas for a variety of activities providing children with ample space to play and learn. There are a suitable number of children's toilets and nappy changing facilities available to meet the needs of the children attending. These provide for children's privacy, dignity and respect as well as support their independence.

The indoor environment and individual rooms are equipped with suitable resources which are appropriate for the ages of the children. These are incorporated into different zones of learning, such as home corners, reading corners, role-play, construction and small world. Resources are kept at the children's level, making them easily accessible to help support children's independence.

## Leadership and Management

**As this was a focused inspection, we have not considered this theme, in full.**

Since the last inspection, people who run the setting have made structural changes to ensure the Person in Charge is clearly identifiable to staff and visitors each day. However, during the inspection, we identified that there had been a failure to notify Care Inspectorate Wales of multiple staff changes, which is a regulatory requirement. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Additionally, we noted that the keeping of registers requires improvement to ensure both children and staff are properly safeguarded and to evidence that staff to child ratios are consistently met. Staff complete children's registers both via a digital app and in paper form. The paper copy is completed in real time with accurate times recorded of children arriving and leaving the premises. Staff also sign in and out of the building via a separate register, but it is not made clear who is caring for the children in each room at any one time. The Responsible Individual told us that there is an option via the digital app for staff to sign in and out of rooms, but this is not used at the moment. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People who run the setting complete appropriate recruitment procedures to ensure that staff are suitable to work with children, including ensuring that Disclosure and Barring Service Checks (DBS) are up to date. However, we noted that one member of staff who does not directly work with children but occasionally comes into contact with them, did not hold a relevant DBS check. Individual staff files are kept which include background and suitability recruitment checks, although information such as references, employment history and staff contract terms and conditions were not readily available for staff who have recently been appointed at the setting. However, the provider promptly addressed this issue and provided the relevant documents before the end of the inspection. There are enough qualified staff to care for children and most staff continue to keep their mandatory training up to date. However, we noted that a small number of staff do not hold a current safeguarding and child protection certificate. Since the last inspection, people who run the setting have implemented updated procedures to ensure that staff supervisions are now clearly documented by introducing new record forms. These demonstrate a focus to ensure staff training needs are properly monitored and promoted. For example, through recent management observations, it was identified that a member of staff required improvement in their Welsh language skills.

Partnerships with parents are positive. Staff provide daily verbal feedback and use a digital app to share information with parents about their child's time in the setting. Relevant information is obtained from parents to ensure that any individual children's needs are met, and parents' requests adhered to. There is a suitable complaints policy and procedure in place although no formal complaints have been received.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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31	The provider must ensure that all notifiable events including general staff changes are submitted to Care Inspectorate Wales at the correct times as soon as possible but no later than 14 days after the event has occurred or changes take effect.	New
30	The provider must strengthen procedures for the keeping of daily attendance registers to ensure they clearly record the names of the staff who are caring for children in each room at any one time.	New

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 20 - Child protection	Ensure all staff update their safeguarding training in a timely manner.
Standard 13 (Day Care) - Suitable Person	Ensure all staff aged over 16 years who work on the premises in a non-contact role hold a relevant Disclosure Barring Service (DBS) enhanced disclosure check.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Audit staff files to ensure that they contain all the required information for suitability checks, including staff who have been recently appointed.

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