



## Inspection Report

**Busy Bees Day Nursery Limited**

**Old School Village Hall  
Pontardulais Road  
Penllergaer  
Swansea  
SA4 9AY**



**Date Inspection Completed**

18/08/2021

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## About Busy Bees Day Nursery Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Busy Bees Day Nursery Ltd
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	28 June 2019
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.

## Summary

Overall, children are generally settled and relaxed. They have a sense of belonging. They have formed bonds with care staff and each other.

Care staff are caring and listen to children's views. They give help and support to the children as required, and engage with them in their chosen play activities.

However, some staff do not always follow the correct procedures in relation to safety. People who run the nursery have recently taken swift action to address this.

The environment is generally clean and tidy. The indoor environment is safe and the people who run the nursery communicate any maintenance requirements to the community council. The resources are age appropriate and of good quality, although resources in circulation are somewhat limited. People who run the nursery have most risk assessments in place but there are still areas that need addressing. Policies and procedures are in place to keep children safe and secure and the people who run the nursery have updated them during the inspection.

People who run the nursery are extremely proactive and take action in order to improve the well-being and safety of children. They have a clear vision for the service in moving forward. They offer staff support in their roles and are committed to improving practices for children's benefit. However, they do not always ensure that staff supervise children at all times and that they maintain accurate records but have addressed these matters very swiftly. They develop good partnerships with parents and schools that children attend.

## Well-being

Most children are happy and enjoy their time at the nursery, however the younger children are sometimes unsettled. Children generally play freely and express their needs appropriately. Children sufficiently engage in free play, choosing what they play with, both indoors and outdoors, however activities and resources are limited.

Children are familiar with each other and they have made friends. They play happily together or alongside each other. For example, there is lots of laughter as two children chase each other around the hall, hiding in the playhouse, and then running back to sit on the same chair. During lunchtime, one child excitedly placed pasta on her fingers; laughing as she pretended to have long nails.

Children express their needs verbally and non-verbally, and their views and wishes are listened to most of the time. For example, when a child asked for more snack, care staff responded promptly. However, during outdoor play, children are not always listened to. One child wanted to partake in mark making, however they were not provided with the opportunity to do so and was told to stop.

Children in the baby section embrace familiar care staff by placing themselves close to them and sitting between their legs as they play on the floor. Younger children approach care staff for cuddles when needing reassurance or comfort. Children smile when care staff praise them for building towers with blocks and for naming colours and respond well to comments such as, 'Good boy, clever.'

Children eagerly play alongside each other outdoors, sharing ride on toys and also initiating games of chase and catch. Younger children smile and laugh when staff tickle them as they wait for their snack.

Children are familiar with the daily routine. They stand in a line ready to access the toilets before going outdoors. Some children caringly help each other with their shoes, before going outside to play. Children develop independence skills relatively well. For example, older children use forks to feed themselves, whilst younger children feed themselves with finger foods. Children are encouraged to use the toilet independently and care staff support children to wash hands. Some children are able to put on and take off their shoes independently. Some children show independence as they collect the shoe basket, and help distribute shoes before going outdoors. Children are encouraged to help tidy toys and resources.

## Care and Development

Most staff supervise children well. Staff spoken to know the safety procedures to follow and checks to complete before taking children outdoors. However, a minority of staff have not always followed the correct health and safety procedures whilst outdoors. Staff have recently had further training sessions on updated policies, procedures and risk assessments.

Most care staff work appropriately to keep children safe and healthy. Care staff are familiar with child protection procedures and have received training. During the inspection, the people who run the nursery proactively forwarded an amended policy, which includes a procedure to follow if an allegation is made against people who run the nursery. It also includes up-to-date information regarding contact details in order for all staff and managers to be able to make prompt referrals to the local authority.

Care staff generally follow hygienic processes but do not always remember to wash their hands before serving drinks or food. Staff do not always follow the policy regarding preparation of food in full, as they do not always wear aprons. People who run the nursery have introduced a new policy for administering and recording medication, which includes a procedure for recording all medication administered. Care staff ensure that children with allergies are cared for appropriately.

Care staff record accidents and incidents most of the time. However, following a serious incident staff did not record the incident in a timely manner. They have valid paediatric first aid qualifications and treat children accordingly.

Care staff praise children, listen to them and support them in their chosen play and learning. However, they do not always extend children's thinking to enhance their development. Care staff support babies at mealtimes and offer cuddles when they are tired or upset.

Care staff plan some adult-led activities around a theme. However, people who run the nursery and care staff do not have a robust planning structure; it is not consistent, does not identify learning outcomes and does not plan for enhanced play opportunities that children can access independently. Care staff make some observations of children, however they do not track progress or development effectively enough to inform planning or keep parents updated about this. People who run the nursery told us that this is currently under development.

## Environment

People who run the nursery ensure that children are cared for in a clean environment, which is mostly well-maintained. The main building provides facilities for babies and toddlers as well as a kitchen and toilets. Babies generally sleep within the baby area although there is no separate sleeping area. First aid kits are available and have recently been re-stocked.

People who run the nursery ensure that the indoor areas are safe and secure. The indoor areas have locks on doors and people cannot access the indoors without permission. The outdoor areas provide opportunities for children to play and develop gross motor control using large toys. There is a small outdoor space for children to play, which is securely fenced and gated. However, the security measures in place outdoors do not always provide a wholly safe area for children to play. People who run the nursery have implemented policies and procedures in relation to security of the environment with a view to protecting the children attending. However, on one occasion some staff did not follow them closely and it resulted in an incident. People who run the nursery told us that they actively report concerns regarding the building to the landlord, the community council, and have met with members of the council to discuss the security of the outdoor area and plans are afoot to further develop the area in order to meet standards and improve the facility for children.

People who run the nursery do not always have accessible risk assessments in place. Following the inspection, CIW received basic risk assessments. However, these do not cover all activities in which children participate. While no immediate further action is required, it is an area for improvement and we expect the provider to take action. Records show that people who run this nursery have arrangements in place to record visitors to the service.

People who run the nursery do not always take adequate precautions against the risk of fire. They are aware that there is a fire risk assessment in place for the building. However, a copy is not readily available. There is no record of fire drills. While no immediate further action is required, it is an area for improvement and we expect the provider to take action. Since the inspection, people who run the nursery have forwarded a robust fire drill procedure stating that they will hold a fire drill once a month and keep a record.

There is plenty of space available indoors for children to use. Care staff ensure they lay out rooms and provide space for children to freely move about and play. However, the deployment of resources on the day of the inspection meant there were not many resources readily accessible for children to access freely. Boxes of toys suitable for the age and stage of children are available including books, puzzles, balls and construction toys. People who run the nursery have not implemented specific learning.

## **Leadership and Management**

The nursery is under new management since July 2021. People who run the nursery are proactive and strive to make improvements to the nursery. They quickly identified the

changes needed to improve safety practices to ensure the safety of children. This followed an incident whereby a minority of staff failed to supervise children appropriately whilst playing outdoors. Despite the quick address and on-going action to ensure such an incident does not occur again, this is a serious matter and we have raised a Priority Action Notice in respect of this incident.

People who run the nursery take appropriate action to resolve issues promptly which immediately benefits children's safety. They make sure that staff are aware of any changes and understand their responsibilities. They are visible at the service to support staff in their roles and conduct annual appraisals.

People who run the nursery have amended the staff disciplinary policy and it is now compliant. However, regular staff supervisions are not currently in place. While no immediate further action is required, it is an area for improvement and we expect the provider to take action.

People who run the nursery have a statement of purpose and they have amended it during the inspection. It is now compliant and reflects the service as it currently operates. People who run the nursery notify CIW of notifiable events but have not previously notified CIW of all notifiable events within the required timescales. However, since the inspection, people who run the nursery have been very proactive and have notified CIW accordingly in a timely manner.

People who run the nursery ensure they keep up to date registers for staff and children, however, they do not always ensure that registers are always accurate. While no immediate further action is required, it is an area for improvement and we expect the provider to take action.

As the setting has recently changed management, the previous quality of care report and questionnaires are not available. However, the people who currently run the nursery have given parents questionnaires and they intend to conduct a full review and report. While no immediate further action is required, it is an area for improvement and we expect the provider to take action.

People who run the nursery follow recruitment procedures but do not always ensure that suitability checks are in place before staff start working at the nursery. While no immediate further action is required, it is an area for improvement and we expect the provider to take action. People who run the nursery do not always ensure that the correct staffing ratios are adhered to. For example, in the sample, there were two days whereby people who run the service did not ensure that the ratios were adhered to. However, people who run the nursery acknowledge that there had been a shortcoming on a few occasions and are proactively rectifying the situation. While no immediate further action is required, it is an area for improvement and we expect the provider to take action.

People who run the nursery work well with parents to provide a culture where children, staff and families are valued. They have recently introduced an app to ensure that they effectively communicate all relevant information with parents in an effective and timely manner.

### **Recommendations to meet with the National Minimum Standards**

- R1. Ensure that children have access to a relaxing environment when sleeping;
- R2. Improve hygiene procedures;
- R3. Develop the planning and assessment procedures;

R4. Use the environment to promote numeracy/language development;

R5. Complete all accident forms in a timely manner;

R6. Clearly record the names of members of care staff that look after each child.

**Areas for improvement and action at, or since, the previous inspection. Achieved****Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

The responsible individual has not ensured that children are closely supervised at all times.	
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We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

**Areas where improvement is required**

Fire precaution	Regulation 38(c)
Risks and hazards.	Regulation 25.
Quality of Care	Regulation 16
Staffing	Regulation 27
Suitability checks	Regulation 28
Employment of staff - staff supervision	Regulation 29
Records	Regulation 30

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

**Date Published 08/11/2021**