

Care and Social Services Inspectorate Wales

**Children and Families (Wales) Measure 2010
Child Minding and Day Care (Inspection and Information for Local Authorities)
(Wales) Regulations 2010
The Child Minding and Day Care (Wales) Regulations 2010**

**Inspection report
Child Minding and Day Care**

Busy Bees St David's Park Day Nursery

St David's Park
Ewloe
CH5 3XN

Date of publication: 21-08-2011

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Name of setting :	Busy Bees St David's Park Day Nursery
Contact telephone number:	01244 537787
Responsible Individual	Lynn Woodward
Person in charge:	Vickie Peers
Number of places:	129
Date of this visit :	27 July 2011
Dates of other relevant contact since last report:	None
Date of previous report publication:	30 July 2010
Inspected by:	Debra Curbishley

Introduction

Busy Bees St. David's Park Nursery is registered to provide full day care up to 129 children. The nursery is part of the Busy Bees Childcare group, and as a company, the nursery has a responsible individual based at the company's headquarters in Staffordshire. The day to day running of the nursery is undertaken by the manager, deputy manager and senior staff team.

Summary of inspection findings:

What does the provider do well?

Detailed information is provided for parents before their child starts to attend and throughout their placement.

The nursery is well resourced with a wide variety of play and learning materials and equipment both indoors and outside.

The staff observe the children's development and these observations are recorded and linked to the future planning of activities so that children are benefitting from more individualised planning based on their requirements rather than generic plans. There was a feeling that the staff team have a sense of pride in the nursery, and those spoken to by the inspector were enthusiastic and keen to extend their knowledge.

It was clear that the manager recognises the qualities of the staff team and their capabilities are utilised.

There were excellent systems in place for monitoring the quality of care provided as all the staff conduct observations of each other's practice, and the records made were detailed descriptions of their methods of working and constructive suggestions for improvement.

There is a commitment to parental involvement by trying to obtain parents' views and suggestions.

The menus are very impressive as they feature meals and snacks that are highly nutritious and appetising.

The manager organises activities such as gymnastics, yoga and dance sessions with instructors.

The nursery takes part in community activities and the children had grown flowers as part of an exhibit at the Tatton Park Flower Show. The nursery also held a 'royal wedding' event.

What has improved since the last inspection?

The baby rooms have been redecorated and refurnished and have a more homely feel.

The Learning Journals have been developed further and planning based on the child's individual requirements and interests has progressed.

The nursery has developed the involvement of parents in their child's care.

The children now have designated hooks with their photographs for their bags and coats, which allows them to access their belongings more easily.

Another outside area has been developed and equipped.

Awnings have been purchased so that the children can spend more time outside in the shade of the sun or sheltered from the rain.

What needs to be done to improve the service?

a.) priorities

No regulatory requirements were identified by the inspector at this inspection.

b.) other areas for improvement

It is the inspector's view, based on the findings of this inspection and the positive aspects highlighted above, that Busy Bees St David's Park Nursery is providing such a high standard of child care that it is therefore difficult to identify areas which could be improved. The inspector did discuss with the manager ways in which more of the rooms could be made more homely.

Inspection methods

This inspection visit was unannounced and conducted using the following:

Pre inspection information as required by the CSSIW.

Parent questionnaires issued by the CSSIW (18 completed and returned).

Discussion with two of the parents who use the service.

Staff questionnaires issued by the CSSIW (17 completed and returned).

Discussion with the children who use the service.

Discussion with the manager, some staff members and the company's childcare curriculum advisor.

Direct observation of the activities and interaction between the staff and the children on the day of the inspection.

Examination of some of the records.

The inspector would like to thank the parents, the children, the staff, the manager and the curriculum advisor for their time and co-operation with the inspection process.

Information on service**Inspector`s findings:**

Parents who enquire about the nursery receive a detailed information pack, which provides information about the service including the statement of purpose, core policies and forms which require completion by parents if they decide to use the nursery. The full range of policies and procedures are available for parents to view, and they can request their own copies if desired.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

Planning for individual needs and preferences

Inspector`s findings:

Parents who choose to use the nursery are invited to complete a detailed form 'Getting to Know Your Baby' with their child's key worker during the settling in session, so that information about their baby's requirements can be discussed and recorded. There is a check list as part of the induction process, which is signed by the key worker and parent to confirm that all the required areas have been addressed. Parents receive written daily sheets providing information about their child's day until they reach 16 months, however this can be extended if the parents request.

It is a particular strength of this nursery that the staff plan activities based on the children's individual needs. An assessment of the child's development is undertaken by the key worker when they first start, and then staff observe the child and make records of their observations throughout the child's attendance at the nursery. These records form the 'Learning Journey' file, which is a comprehensive programme of monitoring and planning for the child's next stage of development. The inspector viewed one file, and was impressed with the quality of the observations, assessments, evaluation and planning for the next steps that had been made. There are a variety of observation records, which prompt staff to consider how the activity that was provided linked to the seven areas of learning and how the staff member supported the child. Other records prompt staff to identify the learning outcomes of the activity and the vocabulary and key questions to be used with the child. The records are accompanied by photographs of the child participating in the activity or examples of their art work and comments from staff based on their observations. There is a 'Working With Parents' form for parents to complete asking for information about what the child's interests are at home and suggestions as to how to further enhance the child's experiences whilst at the nursery. This is very good practice as it is building on the child's individual interests. The records viewed by the inspector showed that the staff member had taken on board the parents' comments and had planned and provided activities based on their suggestions. Every six months the key worker compiles a report of the child's progress, a copy of which is given to parents.

Forms are used to record specific medical requirements and allergies, and there are very good systems in place to ensure that staff are aware of those children with dietary needs.

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	completion	

Good practice recommendations:

Empowering service users, encouraging life style choices

Inspector`s findings:

The inspector focused on the room known as 'Snowflakes' during this inspection, and case tracked one child. This method of assessing the standard of care that children receive in a day care provision involves reading the written information kept on those children and observing their experiences of being at the nursery. The inspector found that the child was actively engaged with activities throughout the inspection (apart from sleep time). The child was able to choose from a range of activities, enabling self directed play. The staff gave support, encouragement and praise to the child and positive relationships with the staff were evident.

The staff made the most of the lovely weather and all the children spent time outdoors both in the morning and the afternoon during the day. The manager has extended the outdoor play area, and she said that she has identified another area for further development. The nursery has a 'grow your own' ethos and this was evident with the range of vegetable planting which had taken place.

Other activities that the children enjoyed during this inspection included painting which was set up outside, and a very enjoyable messy shredded paper activity, role play, dancing and singing and biscuit decorating. The inspector also visited the out of school club, and it was clear that the staff had made thorough plans for activities for the children during the Summer holiday. It was evident that they had sought the children's views, and the children spoken to informed the inspector that they enjoyed attending the club and particularly liked playing outside and going on the trips. The trips that have been organised are interesting and fun but affordable. On the previous day the staff had escorted the children to Llandudno where they had flown kites on the Great Orme, spent time at the beach and visited a shop to buy craft materials. Other trips have included The Welsh Mountain Zoo, Chester and Wepre Park. The inspector suggested that the staff could consider organising children's meetings to review the service and discuss ideas for future activities.

Another strength of the nursery is the commitment to parental involvement. There is a parent liaison group with parent representatives and meetings are held every four months with the group and any parents who wish to attend. As well as the 'working with parents' forms, parents are also asked to complete a room assessment form annually to obtain their views on the care their child has received.

Eighteen parent questionnaires issued by the CSSIW were completed and returned. Of this number, twelve chose to make additional very positive comments about the service and staff. Some issues were raised, which were discussed with the manager. Two mentioned that they felt that they were not given enough information about the activities that their child had participated in during the day when they collected them, another said that they would like to be made aware of their child's achievements and another said that they felt that handovers were rather rushed. The inspector observed the feedback given to parents during this inspection. The staff were seen to be very friendly with the parents and gave information about sleep times, toileting and how much food the child had eaten, but only one member of staff also informed parents of what the meals had been and the activities that the child had done. This was discussed with the manager, who said that she would make collection time a focus for observations by management and peers.

The inspector spoke to a parent during the inspection who told her that she had been very satisfied with the care that her children had received over the years, and was sorry that her children no longer needed the service. Another parent was contacted by telephone, and also made positive comments but suggested that it may be easier for staff if the day's activities are put on a board for parents to view. The manager explained that the activity plans are on the walls in the rooms for parents to view.

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Good practice recommendations:

Quality of care

Inspector`s findings:

Happy and relaxed children were observed in both Snowflakes and the out of school club, who enjoyed good relationships with their carers. When the inspector was in Snowflakes, the staff were seen to be using positive methods of behaviour management, particularly distraction and redirection and there was a good deal of positive verbal and body language to reinforce good behaviour. Affection was sought by the children and freely given by the staff. It was lovely to see the staff in the out of school club being theatrical with each other which the children found very entertaining. The staff spoke Welsh to each other and to the children.

Transition to another room is also planned and the staff in both rooms complete a 'room movement sheet'. In the learning journey file that the inspector examined, before the child had moved, the current key worker had made an assessment of the child's needs and the new key worker commented on the first three introductory visits. The parents had also made comments and the nursery manager had signed the form to confirm that she was aware of the move. A lovely feature of the nursery is the 'graduation day' held for the children who are leaving for full time school. Staff organise activities and a bouncy castle at the nursery on a Saturday, during the Summer holidays, so that the period of time the children have spent at the nursery can be marked in a special way.

The menus at the nursery are very impressive. On the day of the inspection the children were given pilchard pasta for lunch, which proved to be very popular. The menus showed that oily fish features, as did fruit and vegetables and the meals are made by the qualified cooks who are aware of limiting the amounts of salt and sugar. The children can help themselves to water throughout the day.

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Good practice recommendations:

Staffing

Inspector`s findings:

The staff are suitably qualified and experienced to carry out their roles and attend on going training to further improve their practices. The manager has updated the policies and procedures to reflect the new National Minimum Standards for Regulated Child Care and the Child Minding and Day Care (Wales) Regulations 2010 which now incorporates the seven core aims of the Welsh Assembly Government based on the United Nations Convention on the Rights of the Child (UNCRC). The manager said that she is planning to hold training sessions for all the staff so that they are aware of and understand the changes.

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Good practice Recommendations:

Conduct and management of the service

Inspector`s findings:

There are comprehensive systems in place to monitor and evaluate the service provided by the nursery. The manager stated that every three months each member of staff has a meeting with the deputy manager to discuss the progress of the children in their key groups, and the manager speaks individually to each room manager every term. Staff meetings for all staff members are held, and the room managers meet monthly with the senior management team.

It is excellent practice that the staff and management conduct observations of each other's practices. The records viewed gave a good deal of information about the care that had been seen, highlighting good practice but also giving suggestions for improvement. The manager said that this information feeds into the Self Evaluation Improvement Plan, which she undertakes to assess areas for development.

Parents' views are asked for through the room assessment forms, working with parents forms and a customer survey on leaving the provision. Parents are kept up to date with newsletters and reports on their child's development.

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Good practice recommendations:

Complaints, protection and other significant events

Inspector`s findings:

The manager said that no complaints had been made over the last twelve months. Two parents indicated in the questionnaires that they had raised issues with staff, but both stated that the staff had responded appropriately and they had been satisfied with the response.

The manager has experience of working with child protection issues and staff have received appropriate training.

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New requirements from this inspection:

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Good practice recommendations:

The physical environment

Inspector`s findings:

All areas of the nursery were found to be clean, well resourced and attractively decorated during this inspection. The nursery featured art works that were the children's own creations.

The baby rooms have been redecorated since the last inspection and have a more homely feel and there are 'cosy corners' in other rooms.

Sufficient and suitable equipment and materials were available to provide stimulating activities and play opportunities both indoors and outside and it was good to see that the equipment was located so that it could be easily accessed by the children.

The outside environment is particularly impressive and most rooms have their own outdoor areas accessed from the rooms directly, but the children can move to different ones to extend the play and learning opportunities. The manager has purchased awnings so that the children can be outside in the sunny or rainy weather. Another area of land has been developed since the last inspection, and a further area has been identified as a potential growing area.

Health and safety is a priority for the company and the nursery was visited by the health and safety officer to conduct an assessment during the week of this inspection. One of the parent questionnaires commented that some parents are still letting other parents into the nursery and this was discussed with the manager. She said that parents are informed at the introductory visits that parents are not permitted to let other parents into the nursery and that this is raised in newsletters. There is also a sign on the door and the manager said that she has discussed the issue with parents to remind them of their responsibility to maintain the security of the building.

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Good practice recommendations:

A note on CSSIW's inspection and report process:

This report has been compiled following an inspection of the service undertaken by Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children and Families (Wales) Measure 2010 and the Child Minding and Day Care (Wales) Regulations 2010.

The primary focus of the report is to comment on the quality of life and quality of care experienced by service users.

The report contains information on how we inspect and what we find. It is divided into distinct parts mirroring the broad areas of the National Minimum Standards.

CSSIW inspectors are authorised to enter and inspect regulated services at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

Children and Families (Wales) Measure 2010 and associated Regulations whilst taking into account the National Minimum Standards
The service's own statement of purpose.

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. At any other time, visits may also be made to services to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service are the same at all times. The registered provider / responsible individual is responsible for ensuring that the service operates in a way which complies with the regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection which have been met and those which remain outstanding, are included in this report. The reader should note that requirements made in the last inspection report which are not listed as outstanding have been met.

Where key requirements have been identified, the provider is required under Regulation 18 of the Child Minding and Day Care (Wales) Regulations 2010 (Compliance Notification) to advise the appropriate regional office in writing of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint and where this is the case makes a summary of the complaint available to the public. CSSIW will also include within the inspection report a summary of any matters it has been involved in together with any action they have taken.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the provider.

Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The reports are public documents and will be available on the website: www.cssiw.org.uk