

Little Beehive Nursery (Newport-on-Tay) Limited Day Care of Children

30 Tay Street
Newport-on-Tay
DD6 8AL

Telephone: 01382 541154

Type of inspection: Unannounced
Inspection completed on: 8 November 2017

Service provided by:
Little Beehive Nursery (Newport-on-Tay) Limited

Service provider number:
SP2010011278

Care service number:
CS2005102635

About the service

Little Beehive Nursery (Newport-on-Tay) Limited, registered with the Care Inspectorate in 2005. The service is part of a group of privately owned nurseries across Fife and Angus. It is registered to provide a daycare of children service to a maximum of 68 children at any one time, age 0 to 16 years, of whom no more than 22 are attending primary school.

Other conditions of registration include:

The service is registered to operate between 08:00 and 18:00.
A maximum of 12 children may play outdoors at any one time.

The service is close to the centre of Newport-on-Tay. It occupies a large detached house that accommodates the pre-school children. A smaller detached building is situated to the rear of the garden that accommodates the school-aged children.

The service stated that their motto is "Learning Through Play" and that this ethos is adopted across all their nurseries for all ages. Children have fun-filled activities throughout the day following the Pre-Birth to Three or Curriculum for Excellence ensuring they are learning while having fun.

We are carrying out a pilot using the Short Observational Framework for Inspection (SOFI 2) tool. The tool supports inspectors to carry out focussed observations of children's experiences while at nursery. We carried out a SOFI 2 observation as part of this inspection, which has informed our findings. The findings are threaded throughout the report.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

What people told us

We inspected the service over two days and spent time with all age groups across the nursery and after school club. We observed children to be happy, relaxed and confident within the service and with the staff who cared for them. Children told us:

"I like to sit here (on the sofa) and chat with my friends."

"We are having dinosaurs snack. Peppers, cucumber, toast and cheese."

"I like to play in the garden."

"I can see ships. They are very big." (Children enjoying looking out of the windows)

"I like to play with my friends from school."

"I think this club is very good. Good snacks and we receive good treatment from staff. We get out regularly."

"My favourite snack is cereal."

We provided the service with 22 Care Standards Questionnaires (CSQs) to be distributed to parents and carers before the inspection. We received 14 completed questionnaires that demonstrated that overall parents were happy with the quality of care and support their child receives. This was also reflected in the discussions that we had with parents during the inspection.

Parents and carers identified a couple of areas they would like the nursery to improve on which we shared with the manager. Comments from parents included:

"Very friendly staff who seem to really care for the children."

"I believe the service provided the best care and education it can the majority of the time."

"There have been a high number of staff changes since my child has started in the hub. However since Alison and Amanda have started I feel my child is much more settled and happy. Staff are always friendly and welcoming always taking time to talk about what my child has been doing. I also see that staff are making huge efforts to involve parents and organising events for us to attend e.g. sports events. I also love that my child is being challenged and encouraged to develop her understanding e.g. talks by visitors, making Jewish bread and doing science experiments."

"I am very happy with the staff; however there were quite a lot of changes this year. The staff are very nurturing to my child. He feels happy and safe. I like that they join the older children from the baby room with the toddler room for more social interactions and stimulation at times."

"Overall we are very happy with the care and experience our daughter receives at nursery. A particular strength is the links the nursery have with the local community. I am also impressed with the walks that my daughter goes on with staff."

"There have been too many sudden departures of senior experienced staff. The changes have been difficult for the children to adapt to. However the remaining staff are doing an excellent job."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the services improvement plan and quality assurance paperwork. These demonstrated how the service was monitoring the overall quality of the service and outlined their priorities for developing the service further.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Children received good quality care and support from staff who knew each child well. Children were engaged in a wide range of fun and educational activities and we observed children to be safe, comfortable and relaxed.

Children's achievements were recognised by the service. This included identifying children's interests and extending these to provide challenge. Online learning journals have recently been introduced, which had increased parental participation. Parents now had the ability to provide comments or add their own observations. We identified some improvements that could be made to the quality of observations. Children's next steps needed to be more specific and achievable. The older children should also be supported to access their learning journals, as it is essential children are included in reflecting on and contributing to their achievements. A recommendation was made.

Children brought their own lunches from home with healthy snacks being provided by the service. Children enjoyed their snacks and shared with us some of their favourites including toast, cereal, fruit, crackers with jam and cheese sandwiches. Children were very familiar with the snack and lunch routines. Children were empowered by staff to be independent with support being provided as required. Children were encouraged to feed themselves where appropriate or to choose from the foods available.

Children with food allergies were supported well by staff who had access to detailed information. Staff were clear on the sign, symptoms of allergies and what actions to take to promote children's safety and health. A detailed list was available in each room within the nursery. When children required medication, the service gained permissions from parents to ensure they were clear how this kept children safe or promoted their health. We reviewed the medication held within the service and identified some areas for improvement. The manager should ensure that care plans and medication paperwork are consistent with each other. All medication should be checked regularly including the use by date on any medication. A recommendation as made.

Children were able to sleep and rest during their day at nursery. In the baby room, children's individual routines were initially followed, until they became older and required a sleep after lunch. Staff were aware of when children were tired and allowed them to sleep in the cots available. Children's sleep times were recorded so these could be shared with parents/carers. In the toddler room, the majority of children slept after lunchtime. Children had a sleep mat and their own bedding, which was laundered regularly. The children who did not require a sleep were cared for within the other half of the toddler room. We discussed with the manager that this limited the activities on offer for the older toddlers and suggested how this could be improved.

We spent some time with the children in the Out of School Club. All children talked positively about their experiences and the staff who cared for them. Children enjoyed having the freedom and flexibility to choose from the wide range of activities and experiences on offer. Children were also able to take ownership of many aspects of the service including snacks, activities and equipment. We discussed some improvements the Out of School Club team could make to enhance the service provided and shared some documentation with the manager.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children are fully included in their learning, the service should review online learning journals so that children can access these independently.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 4 - Engaging with Children, Standard 5 - Quality of Experience, Standard 6 - Support and Development.

2. To ensure children's health needs are met, the service should ensure all information relating to children's medical and health needs are accurate, up-to-date, and audited regularly. Staff who conduct audits should be confident in what they are checking and what to do if any issues are identified.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing, Standard 12 - Confidence in Staff, Standard 14 - Well-managed Service.

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were cared for in a large detached house that had been converted into a nursery. It contained two large rooms on the ground floor for children aged 0 to 3 years. The upstairs was for children aged 3 to 5 years. The nursery provided children with a bright, clean and well-maintained environment. School aged children had their own building at the top of the garden, which they took ownership of.

Children of all ages were supported well to wash their hands, which minimised the risk of infection. The older children were very independent with this routine. Staff provided support to the youngest children to allow them to become familiar with this personal care task. Staff generally followed infection control practices, however we identified that staff knowledge on nappy changing could be reviewed.

Children's nappies, spare clothes and some equipment were stored within the toddler toilet areas. We discussed with the manager that although there were very good procedures in place to minimise the risk of contamination some of these were uncovered. Staff addressed this immediately and we were assured this would be discussed at the next staff meeting. Storage in all other areas of the nursery followed best practice.

Children had very good opportunities to explore their local environment. The youngest children attended a local toddler group on a weekly basis with this opportunity being extended to the two-year olds. Parents commented that they valued the opportunities for their children to attend local walks and to venture further into Dundee with a clear focus on experiences for children. Children travelled by bus to a newly built sensory garden in Dundee and talked to us about this.

Children were active on a daily basis through their outings, but also by using the large and well-designed nursery garden. The garden was divided into clear zones for the younger and older children. The toddlers had direct access to the garden from their playroom. The service discussed with us plans to develop this area to provide more challenge and experiences for the younger children. The large zone within the garden was more natural and consisted of a large grass-covered area with trees that provided shelter and smaller areas for children to explore. The service had introduced a mud kitchen, which supported children's all round development including their language and problem solving skills to develop new ideas and concepts.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Children were observed to have good relationships with staff that cared for them. Staff were very natural in their approach with children and told us they were committed to providing the best possible care. Parents commented that there had been a high turnover of staff over in recent months. The service confirmed this however, the provider had been working hard to minimise the impact on children. Although this had been unsettling for parents and some children, parents told us that the current staff team had been working hard to make the changes as smooth as possible.

We reviewed the recruitment records for a sample of staff. We found that the service had very good procedures in place to ensure that safer recruitment guidance was followed. The provider had recently appointed a new manager, and involved a parent in the interviews to ensure they were gaining opinions from others. All appropriate checks had been carried out and included interviewing prospective staff members, obtaining at least two references and ensuring staff became a member of the Protection of Vulnerable Groups (PVG) scheme before working within the service. The PVG scheme checked the backgrounds of employees to ensure there were no known reasons for new employees not to be working with children.

Staff who had a good commitment to their training, learning and development cared for children. Staff talked positively about attending learning events and were able to discuss how this had improved the outcomes for children. The manager had a good overview of training and when certain courses were due for review. The service had also been using key national documents such as Building the Ambition to support staff to evaluate their work and make improvements.

The service had recruited modern apprentices who were being supported to learn the role of an early years worker. We spoke to some of the modern apprentices to ensure they were given a full induction and were being given appropriate learning and development opportunities. The apprentices told us they had been given good opportunities and support from their colleagues.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The provider had appointed a new manager for the service since the last inspection. The manager brought with her a vast range of experience from her years of working in and managing services for children. Although the manager had only been in post for a short period, parents, staff and the provider had found this had a positive impact on the service.

The service had good procedures in place to audit all aspects of the service. They took account of national frameworks and documents such as Pre-Birth to Three, Curriculum for Excellence, Building the Ambition, How Good Is Our Early Learning and Childcare as well as the National Care Standards. All stakeholders were involved in assessing the service through consultations. This included parents, children and staff. We reviewed the recent feedback and the service was able to demonstrate how they were taking specific areas forward. Many of these had already been completed.

The service had a development plan in place, which focused a number of areas including the leadership and management of staff, using observations to inform children's learning, involving children in their learning and celebrating their successes. Some of these areas will support areas for improvement that were identified through this inspection.

The provider took a very active role in the management of service and provided very good support when required. They used their individual areas of expertise to develop the services and provide guidance.

The provider and the manager have been working hard on the retention and development of staff within the service. Although there were still some changes to take place, the service were confident that they had a clear plan in place. They discussed this plan with us and we found that it focused on minimising the impact on children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that all conditions of registration are adhered to at all times.

This must include but is not exhaustive of:

- The number of children to be accommodated in each room must not exceed the space standards set at the time of registration.
- Adult:child ratios must be adhered to at all times for all children.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), No 210: Regulation 4(1)(a) - the requirements to make proper provision for the health and welfare of service users.

This requirement was made on 21 March 2017.

Action taken on previous requirement

We checked that the service was meeting the conditions of registration during both days of inspection. We did this by ensuring that adult to child ratios were being met and that there were an appropriate amount of children in each room. The manager had a good overview of staffing and children's attendance within the service.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
13 Apr 2017	Re-grade	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
30 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
15 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Apr 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
4 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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