

# Inspection Report

## 2023-2024

## Busy Bears Nursery

Child Day Care Centre

15 August 2023

**Under the Regulation of Care Act 2013 and  
Regulation of Care (Care Services) Regulations 2013**



Isle of Man  
Government  
*Kelleys Eilan Vannin*

**DHSC**

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this announced inspection on 15 August 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Busy Bears Nursery is a child day care centre. This means they provide day care for one or more children under the age of eight for more than two hours in the same day and is not a private dwelling.

### **People's experience of using this service and what we found**

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

### **Our key findings**

There were defined areas for different children's age groups; that is, 0-2 year, 2-3 years, 3-4 years. This provided areas of interest and resources that were suitable for the different age groups. Outside play areas were also established to ensure the children aged 0-2 years had their own space.

The staff were aware of the needs of the different age groups and the manager had provided dedicated teams to each age group. This provided an opportunity for the children to become familiar with the people caring for them.

Parental feedback confirmed that the staff team work with parents and listen to ideas and /or concerns. They work together to ensure that they meet the best needs of the child.

Documentation and records were being kept in an orderly manner that enabled the manager to access the systems easily and efficiently.

### **Parental feedback included**

'I feel the nursery activities / learning varies and is always fun which my \*\*\*\* enjoys. The ladies who work there genuinely care for the children and it's a happy safe environment'

'they take a genuine interest in each child'

'makes us all feel welcome and very friendly. My child enjoys going to Busy Bears and has benefitted from attendance'

'activities, outdoor play, positive interactions with children, safe and friendly environment, supporting parents with child's progress (potty training etc)'

'The care that they have received at Busy Bears has been absolutely wonderful. The staff there love the children like their own and are so dedicated to them having the best experience at nursery'.

'Any concerns or queries I have had over the years, Jacqui has always made time to let me speak with her and listened and actioned our discussions'.

'The environment is lovely and the children are always involved in lots of outdoor play, crafting, singing and dancing'.

'I'd like to particularly mention two wonderful staff members Nikita \*\*\*\* and Rachel \*\*\*\*, who have been the most wonderful carers to my youngest. I can't thank them enough for making such special memories for my children, the love they have shown them and their genuine care and time they dedicated to getting to know the children and ensuring they love going into nursery every day. I can't express how much my child will miss them when they leave at the end of August!'

'I would recommend them to anyone looking for a home from home for their child'.

'Provides structure and routine. Allows children to develop at own pace and the staff provide comfort and cuddles. My \*\*\*\* talks about the staff fondly at home and readily runs to give hugs in the morning and afternoon – a child's behaviour is the truest feedback'.

'Good communication to parents  
Lovely environment for the children'

### **About the service**

Busy Bears Nursery is situated in Peel. They are registered to care for 52 children aged 0 years and above. No more than 12 aged 0-2 years at any one time to be cared for in the designated baby wing. No more than 40 aged 2 years and above at any one time to be cared for in the main section of the nursery.

The baby wing consists of a playroom and separate nappy changing area. There is also a designated outside play area for this age group.

Children aged 2 years and above have three play rooms and a sleep room. There is a separate toilet/ wash hand room with an area to change nappies. To the rear of the building is outside play area designated to this age group.

The setting does not prepare hot meals for the children and parents were requested to provide their child with a healthy options packed lunch. Snacks are provided by the nursery. There was a separate dining area within a small kitchenette room.

### **Registered manager status**

The service has a registered manager. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

### **Notice of Inspection**

This inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 18 July 2023. We visited the service on 15 August 2023 to complete an unannounced inspection.

### **What we did before the inspection**

We reviewed information we received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR), notifications, complaints/compliments and any safeguarding issues.

Parental questionnaires were sent directly to parents to gather feedback

### **During the inspection**

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of people/children.

### **After the inspection**

Received confirmation of completed staff Safe guarding training.

## SECTION C Inspection Findings

### C1 Is the service safe?

#### **Our findings:**

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service does not require any improvement in this area.

This service was found to be safe.

#### **Staffing ratios and recruitment**

The nursery is registered to provide care for children aged 0 years and above. The ratio for children aged 0-2 years is one staff to 3 children (1:3) and one to eight (1:8) for children aged 2 year and above. The nursery record the daily attendance of both the staff and children and this enables us to view the records to ensure staffing levels were met. We viewed four weeks of attendance records that showed the nursery were complying with the correct ratio levels. There were sufficient staff and a team of 'bank staff' that can be used to support the team when there is staff sickness and annual leave.

Records were submitted for two staff that had been recruited to the service since the last inspection. The record was clear and identified the pre-employment checks completed prior to the proposed staff starting employment at the nursery. Checks included DBS (disclosure and barring service) more commonly known as a police check. Also Social Services suitability, references and medical opinion/ declaration.

The induction process for all new staff is 6-8 weeks. This includes the individual to read the policies/procedures, risk assessments and spend time shadowing other staff. The manager will have 1:1 settling in discussions along the way to ensure any areas which may need extra support or guidance are given.

Any unqualified staff members need to show that they are competent to work unsupervised. This is done via observation from a member of management and is then written up and kept as evidence in their file.

The nursery had also adopted a 'risk assessment' process for employing staff. This gave explanations for employing the individual.

Safeguarding training records showed that one staff members training had lapsed and required renewing. The manager forwarded evidence to prove that the training has now been completed.

#### **Improvements lessons learned**

The staff 'induction' included the health and safety policy as part of their first week. This outlines the responsibility of the staff and what is the responsibility of the nursery. This includes reporting any accidents or concerns both within the nursery and also with the Health and Safety at work Inspectorate.

The management team will have regular meetings with the new staff and record their progress to ensure they are fully aware of their roles and responsibilities.

Risk assessments are also in place to ensure the safe practices of the nursery. These will be reviewed and amended if required.

## Inspection Findings

### C2 Is the service effective?

#### **Our findings**

Effective – this means we looked for evidence that children’s care, learning and development are supported and achieving good outcomes. The service does/does not require any improvements in this area.

This service was found to be effective.

#### **Supporting and developing children’s care and development needs**

There was staff that were suitably qualified with a childcare qualification. Non-qualified staff worked alongside and were mentored by those that were.

The nursery had policies, ('behaviour and bullying') that supported the staff with following procedures that are consistent and appropriate.

The manager has stated that 'children are given lots of positive reinforcement when they demonstrate positive behaviour within the nursery. The staff team demonstrate positive behaviour and act as role models for the children as well as, using age-appropriate language of encouragement to ensure no child is felt like they are being labelled for challenging behaviours'.

We observed the staff interact in a positive manner with the children, providing praise and encouragement to children.

Parental feedback confirmed that the staff listen to the parents and are prepared to work with them to ensure there is a consistent approach to learning strategies that work both at home and at the nursery.

## Inspection Findings

### C3 Is the service caring?

#### **Our findings**

Caring – this means we looked for evidence that the service involved and treated children with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

#### **Ensuring children are being treated with kindness, respect and compassion**

We observed the staff teams interacting in a positive and respectful manner with the children. Some of the children aged 0-2 years were observed to be sleeping, whilst others were having their lunch and the rest playing with the toys in their dedicated play room. The staff sat on the floor with the children and played with them. The children were observed putting their arms around the staff and laughing and generally happy.

Older children were observed outside playing with the staff in attendance playing and guiding the children on the toys, for example; when using the slide, climbing up the slope and accessing the slide safely. Children were requested to 'line up' to go inside for 'circle time'. The staff counted the children into the building to ensure that none was missing or left out. Once inside the children were given the choice of two stories to pick from for the staff to read to them. Children were spoken to appropriately and asked to sit and listen to the story prior to having their lunch.

The teams were observed listening to children and talking to them using age appropriate language.

#### **Maintaining children's dignity, privacy and promoting independence**

The nursery had areas for changing nappies and any soiled clothing. The children aged 0-2 years had their own dedicated area for changing nappies and potty training. Whilst the older children had a toilet/ washroom area for toileting and nappy changing. Each area provided privacy and dignity for children ensuring that these areas could not be viewed by visitors.

Children aged 2-3 years were observed having their lunch in the dining room. The children sat at the tables with their peers and were given their packed lunches that they each brought from home. The staff were present and encouraged the children to eat their lunch and provided assistance if needed.

Some of the children aged 0-2 years were observed having their lunch. They were sat in high chairs and provided with food from the staff. The children were encouraged to 'finger feed' themselves and praised for picking up the food and finishing their meal.



## Inspection Findings

### C4 Is the service responsive?

#### **Our findings:**

Responsive – this means we looked for evidence that the service met children’s needs. The service does not require any improvements in this area.

This service was found to be responsive.

#### **Delivering personalised care**

The provider requests that parents complete a ‘record of information’ about their child prior to enrolling at the nursery. This information provided individual details of the child, such as any medical or dietary requirements, and contact details for parents. This information is included in written paper form and is also transferred on to a computer application, ‘family app’. The family app provided a platform for parents to provide information and correspondence with the staff. There is a unique code for parents to use ensuring that information is confidential regarding each child. The team can provide information about a child’s developmental progress in line with Early Years Foundation Stages (EYFS), photos and observations.

Along with this record, parents are also requested to complete an ‘all about me’ record. This provides extra information regarding the child’s for example; sleep pattern, food likes and dislikes, favourite books and toys.

## Inspection Findings

### C5 Is the service well-led?

#### **Our findings**

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. The service does not require any improvements in this area.

This service was found to be well-led.

#### **Clear vision and strategy in place to deliver high-quality care and promote a positive culture that is person-centred, open, inclusive and empowering which achieves good outcomes for children.**

The registered manager was confident in her approach to managing the service. She held staff meetings with her staff and provided an opportunity for them to discuss any ideas for the planning of children's activities and purchasing of resources.

Staff worked primarily with a specific age group, for example 0-2 year, 2-3 years, and 3-4 years. The team had the responsibility to complete weekly planning for children and to ensure all team members were aware of daily activities.

The outside play area had been refreshed with new play resources and was accessible to all the children.

#### **Governance framework in place that ensures responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.**

The registered manager was aware of her responsibilities and regulatory requirements. We discussed what actions needed to be forwarded to the registration and inspection team regarding 'notifications'. This included any serious accidents or contagious illnesses. Records were kept of the children including accidents and administration of any medication. Staff records were in place, including; recruitment and training.

The manager had completed an 'annual report' and 'service audit'.

#### **Continuous learning, improvement, innovation and ensuring sustainability.**

Each staff member had a record that included their contracts, and personal details. The manager had undertaken 'one to one' supervision with the staff and had completed a written account of areas discussed. We asked the staff if they received supervision and they acknowledged that they did and felt comfortable to discussing any concerns (if any) with the manager.

We reviewed the staff training record, which indicated that one staff member required to refresh their safe guarding training. This training was completed on the same day of the inspection and results forwarded to the inspector. We spoke to the staff regarding training and they confirmed that they received training that they needed.

Staff meetings had been completed and written records showed the topics of discussion and those in attendance. All staff were required to sign the minutes to evidence that they had read and agreed to them.

If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.