



# Childcare Inspection Report on

**Bees Knees Day Nursery**

**3 Albert Street  
Rhyl  
LL18 2DA**



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## **Description of the service**

Bees Knees Day Nursery is situated close to Rhyl town centre, it is registered to provide care for a maximum of 44 children. Lorraine Chambers is the registered person and the person in charge of the day to day running of the service. The service is open Monday to Friday from 7:30am to 6:00pm, and provides care for children from the age of 3 months up to the age of 12. English is the language of the service and it does not provide the Welsh language 'Active Offer'.

## **Summary of our findings**

### **1. Overall assessment**

This inspection was in response to a concern to establish whether the service is keeping appropriate records, ensures sufficient staffing and whether leadership and management of the service is effective. Whilst well-being was considered, no overall judgement of the service was made and not all themes were considered in depth.

We found children attending the service to be happy and settled. They are familiar with the routine and those around them. Staff plan activities to provide children with positive play and learning experiences and they promoted positive behaviour, providing children with consistency and routine. We found risk management procedures to be inconsistent and a non-compliance notice has been issued. Daily registers kept did not provide an accurate picture of the children present and the staff responsible for caring for them and leaders have failed to keep Care Inspectorate Wales informed of changes to how the service operates.

### **2. Improvements**

Since the last inspection the registered person has further developed the outdoor play area, offering children a variety of interesting and fun play and learning opportunities.

### **3. Requirements and recommendations**

We found the service was not compliant with The Child Minding and Day Care Regulations (Wales) 2010 in relation to implementing effective procedures to managing risks to children's safety. A non compliance notice has been issued.

We found the service did not meet with legal requirements in relation to; statement of purpose, and supervision, but found that these did not affect the care of the children. Therefore we have brought these to the attention of the registered person and told them they must be addressed.

We also made recommendations in relation to ensuring staff have all required resources when changing children's nappies to reduce the risk of spreading infection.

# **1. Well-being**

## **Summary**

Children are happy and enjoy attending the service. They are active and curious learners and benefit from a variety of experiences which support them to make progress. Children are confident to use a good range of skills and are motivated to freely choose and direct their own play.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children make choices and know their ideas will be listened to.

Children made appropriate choices because they were aware of the options available to them. We saw children choosing books to look at, and they shared with those around them what they had chosen. When asked by staff if they wanted to go outdoors, they all jumped up and down in excitement and shouted 'yes' in unison. Older children had been consulted about the purchase of new resources and helped developed the new play area, they had contributed appropriately and made appropriate choices.

Children are consulted over a range of issues and are encouraged to express themselves.

### **1.2 To what extent do children feel safe, happy and valued?**

Children feel secure, happy and comfortable.

Children are content and express enjoyment, they enjoyed the experience of making a cake, they sat together, waiting their turn and spoke to each other respectfully. Children coped well with separation from their parents and children soon settled once they felt safe because they were well supported. Children expressed enjoyment at seeing certain members of staff arriving and they chatted comfortably about what was important to them, gaining a sense of self-worth.

Children were developing positive relationships and forming friendships.

### **1.3 How well do children interact?**

Children sustain interest in tasks and are becoming sensitive to the emotions of others.

Children enjoyed painting their kites and focused for an appropriate amount of time. They co-operated with each other, sharing the resources available and waited their turn to use the different colours. Children were polite and used good manners, they were heard saying please and thank you and when upset they sought comfort appropriately from those around them.

Children are developing an understanding of their feelings and learning how to cooperate with their peers.

#### **1.4 To what extent do children enjoy their play and learning?**

Children engage in play based activities and are eager to talk about what they have been doing.

Children sustained interest in activities both indoors and outdoors; whilst outdoors we saw them enjoy exploring the different areas and they wanted to show us what they were doing. They showed us the different learning areas and told us what they enjoyed most and how they had helped to build the new 'hobbit house'. They benefit from ample opportunities to take part in tasks which promote their development, such as wood work and they enjoyed investigating at the 'Autumn table'. Children proudly showed the stickers they had received for helping with cleaning tasks.

Children sustain interest in activities and gain a sense of achievement from what they do.

#### **1.5 How well do children develop, learn and become independent?**

Children are confident to use a good range of materials and are learning the importance of physical exercise.

Children enjoyed a range of different activities, such as painting and cake baking and we saw ample evidence of them taking part in well planned activities which introduced them to different experiences, such as building. Children had access to multimedia resources and a football coach visited weekly. Children have appropriate self-care skills and they were congratulated for their accomplishments, for example we saw 'high' fives being exchanged. Children were supported to regularly visit places of interest to them in the community, such as the local park and the coronation gardens.

Children show sufficient initiative to complete tasks and they develop and gain confidence.

## **2. Care and Development**

### **Summary**

Staff effectively plan to meet children's needs. They are consistent in their approach and model appropriate behaviour. As this was a focused inspection we did not inspect the whole of this theme. However, the whole of this theme will be considered at future inspections.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

We did not assess how staff implement the service's policies and procedures to promote well-being but made the following observations.

Staff supported children to wash their hands at appropriate times during the day and followed a pre-planned menu offering children a varied diet. Staff ensured children were physically active daily and they spend time outside in the fresh air. However, staff were not always able to follow all the principles of the Infection Control Audit Tool. They did not have access to required resources to reduce the risk of spreading infection when changing nappies. There was no disposable cover to place over the changing mats.

#### **2.2 How well do practitioners manage interactions?**

We did not assess how staff manage interactions but made the following observations.

Staff were consistent in their approach; they gave children their time and celebrated positive behaviour. They made expectations of behaviour clear and ensured children had enough information to know what was expected of them. For example, reward stickers were shared and staff explained to children throughout the day what would be happening next.

#### **2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?**

We did not assess how staff promote children's play and learning but made the following observations.

Staff promoted development by planning for a good variety of play and learning opportunities. Staff were confident and relaxed and had knowledge of child development; planning activities which were tailored to children's stage of development. The daily routine provided children with stability and security. Busier times were interspersed with quieter times enabling children to have time to reflect and rest.

### **3. Environment**

#### **Summary**

Leaders provide a well planned rich environment for play and learning. Resources are of good quality and offer children a variety of different experiences. However, leaders do not always implement effective risk management procedures.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

Leaders do not always ensure they implement appropriate procedures to identify hazards and risks to children's safety.

We found no obvious risks to children's safety; however leaders had failed to implement effective procedure to ensure that comprehensive risk assessments were completed regularly. We found a completed 'five steps to risk assessment' document had been completed in 2014, the next recorded risk assessment seen was a health and safety checklist completed in August 2018. Written safety records are not kept up to date. In response to a recent accident leaders had removed a piece of furniture, however they had not implemented effective risk management procedures since a recent accident had occurred and consequently failed to ensure consistent procedures were followed to reduce the risk of something similar happening again. This is a serious matter and a non-compliance notice has been issued. Leaders ensured staff were aware of their responsibilities in relation to recording accident; however these are not regularly reviewed to enable leaders to take action to identify hazards and take prompt action when required. This was discussed with the registered person.

Leaders cannot ensure unnecessary risk to children have been identified and as far as reasonable possible have been eliminated.

##### **3.2 How well do leaders ensure the suitability of the environment?**

Leaders ensure the premises are welcoming, secure and provide a rich environment for play and learning.

Leaders place high importance on providing children with a supportive, comfortable and stimulating environment. The environment is well decorated and child centred with sufficient facilities to enhance children's wellbeing. For example, the baby room was newly decorated, soft carpet provided a suitable space for babies to develop and build on their mobility skills, with items of interest available at their level. The entrance to the building had been well thought out and considered the world from a child's perspective. The outdoor play area is given high priority and was regularly utilised. We found there to be interesting and stimulating activities at every turn and the children were eager to tell us how much they enjoyed playing outside.

Leaders actively ensure the whole environment provides a wide range of play opportunities suitable for children.

### **3.3 How well do leaders ensure the quality of resources and equipment?**

Children have access to furniture and resources suitable to their needs.

Leaders ensured children have access to a wide range of quality resources. The resources available offered children a wide range of experiences indoors and outdoors with sufficient quantity available to ensure all children had a variety of choice. We saw children enjoying the opportunity create their own kites; they had also planted flowers in colourful flower beds. Leaders enabled children to access the resources independently through effective storage. Leaders ensured access to electronic games and had recently purchased a large interactive touch screen computer which all age groups could use.

Leaders consistently ensure children have access to a broad range of resources both indoors and outdoor to promote their curiosity.



## **4. Leadership and Management**

### **Summary**

Leadership is not always effective and we found matters that needed to be addressed to ensure the service met with regulations and standards. As this was a focused inspection we did not inspect the whole of this theme. However, the whole of this theme will be considered at future inspections.

### **Our findings**

#### **4.1 How effective is leadership?**

Leaders have a clear statement of purpose but they do not always implement changes to how the service operates.

Leaders have a vision for their service and this was shared with the staff spoken to. Staff told us they were supported to implement improvements and we saw evidence of poor performance being challenged. Changes had been implemented to how the service operated but these had not been shared with staff, parents or Care Inspectorate Wales. CCTV cameras had been in use in all the play rooms since beginning of the year, but the changes had not been reflected statement of purpose had not been updated. This matter must be addressed immediately.

Leaders do not always ensure they ensure effective policies are fully imbedded in practice.

#### **4.2 How effective is self evaluation and planning for improvement?**

We did not assess how effective self-evaluation and planning for improvements was during this inspection.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

Leaders develop contingency plans to cover staff absences, but we were unable to ascertain whether sufficient staffing ratios are always adhered to.

Leaders had implement appropriate measures in response to recent staffing changes, we found there to be sufficient staffing to meet with National Minimum Standards requirements and found there to be minimal impact on the care of the children. Staff were reasonably well deployed and leaders were visible. However, leaders had failed to keep an accurate record of the children present each day and the staff responsible for caring for them. Therefore, we were unable to ascertain whether sufficiently qualified and experienced staff had always been available to care for the children at other times. This matter must be addressed. Leaders complete meaningful appraisals, but they do not have an effective system for supervision as is required by regulations.

Leaders endeavour to provide children with continuity of care but accurate records are not always kept.

#### **4.4 How effective are partnerships?**

We did not assess how effective partnerships were during this inspection.

## 5. Improvements required and recommended following this inspection

### 5.1 Areas of non compliance from previous inspections

None

### 5.2 Recommendations for improvement

We informed the registered person that the service was not compliant with **Regulation 25 of The Child Minding and Day Care (Wales) Regulations 2010**. This is considered to be a serious matter and a non-compliance notice has been issued.

We also informed the registered person that the service was not compliant with the following regulations of **The Child Minding & Day Care (Wales) Regulations 2010**. We did not find evidence on this occasion that these had a negative impact on the well being of children and therefore did not issue a non-compliance notice.

**Regulation 15:** The registered person had failed not notify CIW, parents and staff of changes to how the service operated; that CCTV cameras were being used in the playrooms.

**Regulation 29:** The registered person had not ensured all staff received appropriate supervision.

**Regulation 30:** the registered person had not kept an accurate daily record of the names of the relevant children, their hours of attendance and the names of the person who looked after them.

We recommended:

- Implementing an effective system to ensure required resources are replenished and available for staff to use; disposable covers for nappy changing mats;
- Regularly review accident and incident reports to assess if any action needs to be taken.

## **6. How we undertook this inspection**

One inspector visited on the 10 October 2018 between 10:40am and 2.30pm.

This was an unannounced inspection in response to a concern received with the purpose of assessing if the registered person ensured sufficient staffing, record keeping and if appropriate risk management procedures were being implemented.

We looked at;

- records kept;
- inspected the premises;
- observed practice
- and spoke to children and staff
- provided the registered person with inspection feedback over the phone.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Lorraine Chambers
Person in charge	Lorraine Chambers
Registered maximum number of places	44
Age range of children	3 months – 12 years
Opening hours	7.30am – 6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	18 January 2017
Dates of this inspection visit(s)	10 October 2018
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	At present the service does not provide the 'Active Offer' of the Welsh language, but introduces children to some basic Welsh words. We recommended that the registered person considers the Welsh Government's <i>'More than just words follow on strategic guidance for Welsh Language in Social care.'</i>
Additional Information:	



## **Care Inspectorate Wales**

### **Children and Families (Wales) Measure 2010**

### **Child Minding and Day Care (Wales) Regulations 2010**

## **Non Compliance Notice**

### **Childrens Day Care**

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

**The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.**

Further advice and information is available on CSSIW's website  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

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<b>Environment</b>	<b>Our Ref: NONCO-00006820-WVSM</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>16/11/18</b>
<b>Description of non-compliance/Action to be taken</b>	
<b>Description of non-compliance/Action to be taken</b>	<b>Regulation number</b>
Regulation 25 (c). The registered person must ensure that appropriate procedures are implemented to identify unnecessary risks to children's health and safety are identified and action taken to so far as possible eliminate risks. The registered person is required to submit reviewed and updated risk assessment along with an action plan outlining how they will ensure risk assessments are comprehensive, regularly undertaken, reviewed and acted upon to ensure children's safety. the action plan should also outline how they will ensure staff are fully aware of their responsibilities in relation to safety and welfare of the children and follow the service's policies and procedures.	25 (c)
<b>Evidence</b>	
<p>The registered person is not compliant with regulation 25 (c)</p> <p>This is because when we inspected the service on the 10 October 2018 between the hours of 10.40am and 2.30pm we found that risk assessment had not been completed regularly. We saw that a five steps to risk assessment document had been completed in 2014 with the next written recorded health and safety checklist completed on the 4 August 2018.</p> <p>Leaders do not always ensure risks to children have been identified and as far as possible eliminated. They had not implemented effective risk management procedures since a recent accident had occurred and consequently failed to ensure consistent procedures were followed to reduce the risk of something similar happening again. Risk assessments had not been completed annually and therefore not reviewed. Leaders could not evidence that everyone was well aware of their responsibilities in relation to the safety and welfare of the children.</p> <p>The impact on children using the service is that they are being placed at risk which may impact on their safety and well being. Children are exposed to unnecessary risk which impact on their health and safety.</p>	