Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Busy Bees Blaenavon @ Park Street

New Life Christian Centre
Park Street
Blaenavon
Pontypool
NP4 9AA



Date Inspection Completed

06/02/2025

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About Busy Bees Blaenavon @ Park Street

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Busy Bees Blaenavon Day Nursery and Kids Club
Registered places	65
Language of the service	English
Previous Care Inspectorate Wales inspection	06 March 2024
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Well-being	**Good**
Care and Development	**Good**
Environment	**Adequate**
Leadership and Management	**Adequate**

For further information on ratings, please see the end of this report

Summary

Children have good opportunities to express themselves at the service. They know staff will respond to them kindly and this gives them the reassurances they need to build good relationships with staff and peers. They have opportunities to develop their independence skills and follow their own interests.

Staff ensure children are safe and healthy. They are caring and responsive to children's needs. They act as good role models and encourage positive behaviour so that children learn to interact well and play happily together. They regularly assess children and plan fun activities to encourage children to play and learn.

The environment is safe and secure. Leaders ensure any emerging risks are minimised. Play is child led and the learning environment, overall, provides a good range of resources and equipment to promote children's developmental skills. Resources and equipment are suitable for children's needs although the lay out of the building impacts upon some aspects of play and independence.

Leaders are motivated and committed to operate a service which provides good quality care to children. There are a good range of effective policies and procedures in place and good oversight of the service. Staff report feeling well supported. However, supervisions have not yet been embedded and not all staff files are complete. Leaders have reassured us that these issues have been identified and a plan of action is in place for them to be addressed.

Well-being — Good

Children are confident to express themselves and make their needs and feelings known. They have good opportunities to make choices and decisions about what affects them and which resources they would like to use. They move freely between different activities and choose whether to join in any adult led activities.

Children are settled and happy. They are learning to form positive relationships with the staff and their peers. Children seek comfort and reassurance from staff if they are upset, knowing they will receive the attention they need. For example, when a child became upset a staff member spoke gently with them, cuddled them and reassured them distracting them with their favourite toys.

Interactions between the children and staff are consistently good. The children co-operate well for their age and are actively interested and engaged in the play opportunities available to them. Children have a sense of belonging and see their work celebrated and displayed throughout the base rooms. They are beginning to form friendships, and we saw one child affectionately ruffle their friends hair during conversation. They are learning to shares the resources when playing together and are learning to listen and follow instructions. For example, children who chose to join in the yoga session listened intently and made good attempts at creating the yoga shapes and poses.

Children are motivated and engaged in their play and learning. They confidently participate in directed and self-directed activities. Children listen intently during circle time eager to choose props to support their favourite songs. One child chose a star and happily sang ‘Twinkle twinkle’, whilst another child chose a sheep and sang ‘Baa baa black sheep’. Other children loved exploring bubble painting or sitting quietly looking at picture books.

Children have many opportunities to develop their skills and independence in line with their age and stage of development. This enables them to do many things for themselves successfully, for example, older children wash their hands, hang up their coats and access toys. Older children are learning to become independent when using the toilet, which helps prepare them for school. Younger children make good attempts at feeding themselves.

Care and Development — Good

Staff understand their responsibilities to keep children safe and healthy and implement the settings procedures effectively. Most staff know the safeguarding procedures well and what their responsibilities are in reporting any child protection concerns they may identify. They are proactive in promoting children's health, hygiene and encouraging children to develop healthy lifestyle habits. During snack and mealtimes staff encourage children to eat healthy foods and encourage children to drink water. All meals are cooked fresh and are nutritious and appealing. Staff understand the allergy procedures and know children's specific dietary needs. They have clear sleep procedures to supervise and check on sleeping children. They implement accident and incident procedures, and subsequent record keeping is maintained appropriately. Staff undertake cleaning and hygiene procedures and encourage children to wash their hands regularly. Daily checks are in place which show staff consider risks and minimise them where possible. They record the accurate arrival and departure times of children and visitors on the appropriate registers so that it is clear which staff have responsibility for which children.

The staff manage interactions successfully. They follow the behaviour management policy, managing children's behaviour well through positive reinforcement and praise. They are positive role models, treating children with kindness and care. They praise children for their efforts and accomplishments which promotes their confidence and self-esteem. They encourage the children to say *"Please"* and *"Thank you"* and engage with them in a warm and nurturing way. They encourage children to wait their turn and to be kind to their friends.

Staff support children's learning effectively by planning appropriate activities for them. They assess children's progress frequently and monitor their learning and development through using appropriate records. They set up the environment so children can follow their interests, choosing where they want to play and what they want to play with. Staff encourage some Welsh through its incidental use during songs and greetings. Staff recognises the importance children's physical development through being outdoors, and regularly take the children into the small outdoor play area or on trips into the community. Staff support children with Additional Learning Needs (ALN) very well. Any 1:1 support identified for children is clearly defined, so that a dedicated staff member understands their responsibilities, and provides the care needed which is identified in an agreed care plan supported by external health professionals.

Environment	**Adequate**

The environment is suitable to meet the needs of the children attending. Staff follow safety procedures ensuring the building is locked and that all visitors sign in and are accounted for. Building maintenance checks are undertaken and whilst the building electrical installation check had expired leaders promptly renewed this soon after the inspection visit. There is a fire evacuation plan and practice fire drills are completed so that everyone knows what to do to evacuate the building quickly and safely. Leaders review risk assessments to ensure that they are appropriate, and daily visual checks by staff help identify any emerging risks. Staff ensure the environment remains clean and organised.

Staff organise areas so that they appropriately support children's play, learning and development. Furniture is child sized, sturdy and promotes children's independence. As the building is not purpose built as a nursery, its layout impacts upon some children's experiences. For example, older children's access to toilet facilities is not fully independent as staff need to operate safety gates between rooms, however staff respond promptly to children to support their requests. The kitchen is accessed via the baby base room, and whilst this is done using safe procedures, interruptions can impact play. We have been informed that since the inspection the baby base rooms have been reorganised to minimise interruptions to play and improve access to resources for the babies, and that a new sleep room is being trialled. Children's hand washing facilities are easily accessible within each base room. Children benefit from areas that are well resourced and organised and where they can relax and undertake quieter activities, such as looking at books and listening to stories. The outside area is limited in size but secure and set up so that it is stimulating for the children.

The furniture, equipment and toys are suitable and appropriate for children. There are multi-cultural toys and books available for the children to use to promote diversity and equality. Furniture is appropriate for the age of the children and of good quality. Daily checks ensure that equipment is in good working order, and the environment is safe. There are regular cleaning procedures to ensure good hygiene standards. Grants are sought and utilised to buy resources and equipment to expand children's experiences.

Leadership and Management — Adequate

Leadership of the service is stable and consistent with a defined management structure who are motivated and confident in their ability to improve and, overall, maintain a good oversight of the service. They have successfully addressed the areas for improvement highlighted at the last inspection; completion of staff registers and notifying Care Inspectorate Wales (CIW) of any significant events. They have also addressed two recommendations regarding Disclosure Barring Service (DBS) checks and ensuring staff have up to date safeguarding training. However, staff files have not been effectively audited to ensure they contain all required information when recruiting. Leaders ensure policies, procedures and much of the daily record-keeping documentation is kept to a good standard but other paperwork is not as thorough. For example, whilst leaders fully understand and implement their safeguarding procedures, recording of referrals made is not always thorough to give an accurate understanding of actions taken.

Leaders review the service annually. They complete a quality of care report and meaningfully consult with parents, staff and children to identify improvements that can be made to the service.

Leaders effectively managing their staff throughout the day, maintaining correct staffing ratios and deploying staff to ensure that suitably qualified staff are available to fully meet the needs of the children. All staff have a current DBS safety check, and this is monitored to ensure none expire. The staff matrix indicates that more than 60% of staff hold a level 3 or above child care qualification, and most are paediatric first aid trained. Leaders complete annual appraisals for staff however, regular one to one supervision is not embedded into working practice. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff report they feel well supported managers and the Registered Person and enjoy working at the nursery.

Staff are aware of the need to keep parents informed and to build good communication with them in order to fully meet all children’s needs. Multi agency working is embraced by leaders and staff who work co-operatively with outside agencies to improve the service and implement strategies to meet children’s individual needs.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
29	The provider must ensure that staff receive regular formal supervision sessions.	New
31	The provider must ensure that all notifiable events including general staff changes are submitted to Care Inspectorate Wales at the correct times as soon as possible but no later than 14 days after the event has occurred or changes take effect.	Achieved
30	The provider must strengthen procedures for the keeping of daily attendance registers to ensure they clearly record the names of the staff who are caring for children in each room at any one time.	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
	No NMS Recommendations were identified at this inspection

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Audit staff files to ensure that they contain all the required information for suitability checks, including staff who have been recently appointed.
Ensure that safeguarding records are detailed and contain clear information to show that actions taken were appropriate and followed child protectionprocedures.

Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

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