Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llandaff City Busy Bees - The Hive

School House, Hendre Close, Cardiff, CF5 2HT

02920 202437

www.llandaffcitybusybees.co.uk

Date(s) of inspection visit(s):

13/06/2025, 24/06/2025

Service Information:

Operated by:	Llandaff City Busy Bees LTD
Care Type:	Children's Day Care
Registered places:	19
Main language(s):	English
Flying Start service:	No
Receive funding to provide early years part time education:	No
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Development	Excellent
Environment	Good
Leadership & Management	Good

Summary:

Children are very happy, settled and enjoy attending the setting. They form very strong bonds with staff. Children are extremely enthusiastic in their play and learning and have great fun playing with their friends. They have a wealth of choice and opportunities to increase their independence and develop different skills throughout their time at the setting.

Staff are professional, well qualified and passionate about their roles. They implement the setting's policies and procedures effectively. Staff are extremely patient, kind and caring towards each other and the children. They support children's learning and development through a wide range of planned and spontaneous activities. Staff keep highly valuable records of children's progress.

The environment is safe, secure, and very clean. There is a range of play spaces and resources to support the children's play and learning. Leaders ensure children have access to a good range of age-appropriate resources and equipment, both indoors and outdoors.

Leaders run an effective and well organised setting. They are committed to on-going improvements and strive to provide high-quality childcare. Leaders understand their regulatory responsibilities and support staff well. They have established strong partnerships with parents and other professionals.

Findings:

Well-being — Excellent

Children are highly motivated, confident, and know their ideas and wishes are valued. They enjoy exciting opportunities to make choices and decisions about matters that affect them, and their opinions are respected. Children's voices are strong, and they freely choose how and where to play and learn. Some choose to spend most of their day outdoors.

Children are happy, relaxed, and self-assured. They form strong bonds with staff and confidently seek help or reassurance when needed. Familiar routines help them feel secure, and they respond positively to staff guidance. Children playing alone are content and often joined by others. They seek out staff to share achievements, showing clear trust and connection.

Interactions between children and staff are consistently engaging, and children cooperate with enthusiasm. They show empathy and care for one another, listening attentively and responding with interest and affection. For example, children worked together using diggers to build a road in the garden soil. They are fully engaged, respectful, and cooperative, taking turns and sharing. One child politely waited to pour a drink and then thanked others for their patience.

Children have rich opportunities to develop new skills. They are curious, independent learners who enjoy exploring their environment. They also engage enthusiastically in structured activities led by staff. For instance, during circle time, children listened attentively to a story read by a staff member. They take their time with chosen activities and have access to a wide range of resources to enhance their experiences. For example, one group used hammers to tap pegs into clay, creating patterns and discussing their work with staff. Another group enjoyed filling planters with compost, sharing tools, and chatting about what they hoped to grow.

Children develop excellent independence skills. They confidently complete tasks such as setting the table, serving food, pouring drinks, and clearing up afterwards. They use the toilet and wash their hands independently, with staff nearby to support if needed. Children move freely between indoor and outdoor areas, independently accessing the resources they want to use.

Care & Development — Excellent

Staff fully understand and consistently implement policies and procedures to promote the safety and wellbeing of children. They have a thorough understanding of their role in protecting children and answer safeguarding questions confidently. Nearly all staff have completed mandatory training, including child protection, first aid, and food hygiene. They ensure accident, incident, and medication records are complete and signed by parents. Staff implement effective systems to address allergy, dietary, and medical needs, and complete individual risk assessments as required. They prioritise healthy eating and menus evidence the provision of healthy meals and snacks. Staff ensure children to wash their hands before meals and encourage them to clean their faces and hands after eating. Staff ensure children have access to daily outdoor play experiences, offering them the benefits of physical exercise and fresh air.

Staff have a thorough understanding of the children and can provide specific examples of their development and needs. They demonstrate they are knowledgeable regarding children's individual developmental learning, additional learning needs, and any behavioural changes. Staff manage these responsibilities in a sensitive and effective manner. They ensure children are hydrated and have continuous access to water. Staff wear aprons and gloves when helping with food handling. Interactions between staff and towards children are always respectful. Staff offer support and comfort when children experience any discomfort, trips, or falls. They are consistently responsive and genuinely listen and respect children's views. Interactions are very positive, and staff demonstrate warmth and kindness. Staff are sensitive to children's needs and take every opportunity to enhance interactions through careful responses. They extend discussions with rich opportunities for sustained shared thinking.

Staff have effective skills and knowledge to identify children's individual needs and plan appropriate play and learning opportunities. They regularly observe children's play and learning to track their progress. This helps staff plan activities to enable children's next steps in their learning and development. Systems are in place to monitor and identify any additional learning needs children may have, and staff work well with outside agencies to support children. Staff promote an excellent variety of activities allow for children to follow their own interests, which motivates them to learn. Staff promote the Welsh language, using simple phrases and words with children.

Environment — Good

Leaders ensure the environment is suitably safe, secure, and well maintained to support the care and wellbeing of children. They implement appropriate measures to control access to the setting, allowing only authorised individuals to enter. A clear and accurate record of all visitors is maintained at all times. Leaders carry out general risk assessments that are effective, and these are reviewed regularly to ensure they remain up to date. In addition to these, daily checks of all areas are conducted to identify and address any potential hazards promptly. Staff carry out regular fire drills and record relevant details to ensure that everyone is familiar with emergency procedures. Staff effectively implement infection control practices, helping to minimise any potential risks to children's health and safety. They have consistent and well-established cleaning routines in place, which contribute to a clean and pleasant indoor environment.

Leaders ensure the environment is equipped with appropriate facilities to meet the needs of the children attending. There are sufficient numbers of toilets and nappy changing areas, which are designed to support children's privacy, dignity, and independence. Indoors, the space is organised into clearly defined zones that offer opportunities for play, exploration, and learning. Children are able to move between activities with ease, and staff support this by providing a well-structured routine. Outdoor play is a regular part of the day, with staff ensuring children have frequent access to the outdoor area, which offers space for physical activity and games.

The setting is well resourced with a wide range of high-quality toys and materials. These include both natural and manufactured items, such as wooden resources. Opportunities to develop literacy skills are available throughout the environment, including access to a variety of books. Staff ensure that resources reflect real-life experiences and cultural diversity, promoting children's awareness of equality. Toys and equipment are regularly checked to ensure they remain clean and in good condition.

Leadership & Management — Good

Leaders are effective in the way they manage and operate the setting and are committed to ongoing improvements. They have a very good understanding of the care they provide and are actively involved in the day to day running of the setting. Leaders have a strong vision that they share effectively with others and regularly review. They update the setting's policies and ensure staff implement these in practice. There is a statement of purpose in place which provides an accurate picture of what the setting offers. This enables prospective parents to make an informed decision about using the setting. Leaders have worked positively with Care Inspectorate Wales (CIW) during this inspection.

Leaders have created an effective quality of care report. They ensure staff, children and outside agencies' views and opinions are obtained. Leaders ensure these opinions are implemented towards the improvements for the setting, which are highlighted in the report. They create goals for the future running of the setting and review these regularly.

Leaders implement safe recruitment procedures to safeguard children. They manage staff effectively. Staff files contain all the required information to meet regulations. They have a good team of staff who work very well together, ensuring children are supervised well and the setting runs smoothly. They carry out regular appraisals and supervisions providing support and an opportunity to discuss any issues which may arise.

Staff we spoke to during the inspection told us they are happy in their roles and feel very supported by leaders. They told us they have regular meetings and share ideas for activities to carry out with the children. Leaders have a positive relationship with staff at the adjacent primary school which eases children's transitions from the setting into school. The setting has established trust and good communication links with parents. Parents we spoke with told us staff are approachable, and they are very happy with the service provided to their families. They also told us they value staff's support and feedback on their children's development.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

National Minimum Standards

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.

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

Best Practice

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.

Recommendation(s)
Consider how to organise resources to allow for more extended independent learning.

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