

# Inspection of Busy Bees Day Nursery at Basingstoke Hospital

The Crescent, Aldermaston Road, Basingstoke, Hampshire RG24 9NJ

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Inspection date: 11 April 2022

<b>Overall effectiveness</b>	<b>Inadequate</b>
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The quality of education	<b>Inadequate</b>
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Behaviour and attitudes	<b>Inadequate</b>
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Personal development	<b>Inadequate</b>
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Leadership and management	<b>Inadequate</b>
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Overall effectiveness at previous inspection	Good
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## **What is it like to attend this early years setting?**

### **The provision is inadequate**

Children do not receive the care and education they deserve. Staff do not have the safeguarding knowledge to adequately protect children. As a result, their safety is not assured. When key persons are absent, children become upset and unsettled as they receive care from staff who do not know them well enough. Children do not consistently experience good-quality interactions and do not always have their individual needs met. As a result, several cry and others wander, with little to occupy them.

Children do not always receive good-quality experiences to help build their knowledge and skills, due to the inconsistencies in teaching. In addition, children are not encouraged to make their own choices or to be independent. For example, during mealtimes, although children pour their own drinks, they have limited opportunities to serve themselves. This does not support children to be ready for the next stage in their learning. Furthermore, staff do not plan precisely for those identified with specific needs, to ensure they receive targeted support to help them make good progress.

Generally, children behave well. However, they struggle to sustain concentration and resilience in their learning due to boredom. For instance, when children return from the garden, they say 'I am tired' as they lay across the sofa and rug, as there are no planned experiences to engage them.

## **What does the early years setting do well and what does it need to do better?**

- Leadership and management of the setting are poor. The provider does not identify and address weaknesses in their management and staff practice. As a result, there are breaches to the legal requirements. The provider does not ensure that all staff, including the designated safeguarding lead, have a good understanding of safeguarding issues and local procedures. Leaders have failed to ensure that notifications made to Ofsted and other agencies happen in a timely manner. This puts children at potential risk of harm.
- The provider does not have robust recruitment procedures in place. This means that the suitability of staff is not fully checked. Therefore, children's safety and welfare are not assured. Staff do not receive comprehensive induction to help them understand how to fulfil their roles and responsibilities. Leaders do not consistently monitor staff practice to ensure that they meet children's needs.
- Communication with parents is not always effective. The provider does not ensure that procedures for dealing with concerns or complaints are consistently followed. At times, parents do not receive a response to their complaint, and a written record of the outcome is not always kept.
- The provider fails to maintain accurate records for the safe and efficient

management of the nursery. For example, a range of documents were reviewed which showed missing and incomplete information. This does not ensure that the needs of the children are met. Furthermore, the certificate of registration is not displayed, and this is a requirement.

- Hygiene practices are not consistent across the nursery. Older children are not always encouraged to use soap to wash their hands before mealtimes. In addition, younger children are not supported to have their hands washed before snack time. Furthermore, staff do not consistently promote good hygiene practice. For example, children have runny noses which are not cleaned promptly to ensure their comfort and well-being.
- The quality of education that children receive is inadequate. The assistant manager is clear about what she wants children to learn. However, the implementation of the curriculum is not fully embedded to meet the needs of the children who attend. Not all staff are confident in their abilities to teach children. This means they do not reach their full potential. For example, the acting manager has identified a focus on developing children's communication and language. However, children do not have meaningful interactions with adults to help them practise their language skills.
- Generally, parents are happy with the care that their children receive. However, they comment that feedback is, at times, limited. They rely on the online system for information and to find out about their children's progress.

## Safeguarding

The arrangements for safeguarding are not effective.

The provider does not have sufficient oversight of staff's knowledge of safeguarding. Some staff, including the designated safeguarding lead, do not fully understand their own roles and responsibilities to safeguard children. Leaders do not monitor staff's understanding following training they have received, to make sure they know the referral process, in line with local procedures. This compromises children's safety and welfare. The provider does not have suitable recruitment processes in place to ensure they check all staff. Despite this, there is a designated health and safety lead who ensures systems are in place to confirm the premises are safe and secure.

## What does the setting need to do to improve?

**The provision is inadequate and Ofsted intends to take enforcement action.**

**We will issue a Welfare Requirements Notice requiring the provider to:**

	Due date

ensure staff responsible to take the lead for safeguarding improve their knowledge and understanding of all safeguarding matters, including allegation management, in order to provide support, advice and guidance to other staff when required	02/05/2022
take action to ensure staff understand reporting processes in line with local safeguarding procedures, including having an up-to-date knowledge of current issues and know how to respond to any child protection concerns in an appropriate and timely manner	02/05/2022
implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role	02/05/2022
ensure all staff have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities	02/05/2022
put appropriate arrangements in place for the supervision and coaching of all staff who have contact with children and families	02/05/2022
take steps to ensure that the staff team understand the role of the key person so that every child's individual needs are continuously met	02/05/2022
maintain information and records that can be shared with other professionals to ensure effective and safe management of the setting	02/05/2022
implement a complaints policy and maintain a written log of complaints, including how complaints have been fully investigated to meet the early years foundation stage requirements	02/05/2022

ensure that all staff implement hygiene practices across the nursery to consistently promote children's good health	02/05/2022
ensure that notifications are completed and reported to appropriate agencies with statutory responsibility	02/05/2022
ensure that the certificate of registration is displayed at all times	02/05/2022
ensure all information is readily available for inspectors to review, including accident records.	02/05/2022

**To meet the requirements of the early years foundation stage, the provider must:**

	<b>Due date</b>
ensure all staff understand the planned learning intentions, including appropriate challenge, to build on what children already know and can do, particularly for those with special educational needs and/or disabilities and children who speak English as an additional language	09/05/2022
improve the quality of staff interactions with children so that they are consistently engaged in planned, purposeful learning experiences	09/05/2022
improve information-sharing with parents so that they are kept informed and involved in their children's progress and learning.	09/05/2022

## Setting details

<b>Unique reference number</b>	110039
<b>Local authority</b>	Hampshire
<b>Inspection number</b>	10232527
<b>Type of provision</b>	Childcare on non-domestic premises
<b>Registers</b>	Early Years Register, Compulsory Childcare Register
<b>Day care type</b>	Full day care
<b>Age range of children at time of inspection</b>	0 to 8
<b>Total number of places</b>	120
<b>Number of children on roll</b>	101
<b>Name of registered person</b>	Busy Bees Nurseries Limited
<b>Registered person unique reference number</b>	RP900821
<b>Telephone number</b>	01256 474442
<b>Date of previous inspection</b>	27 November 2017

## Information about this early years setting

Busy Bees Day Nursery at Basingstoke Hospital registered in 1999. The nursery is located in Basingstoke, Hampshire. The nursery opens from 7am to 6pm for five days a week, all year round. The nursery is in receipt of funding for the provision of free early education for children aged two, three and four years. The nursery employs 29 members of staff. Of these, two staff hold an early years qualification at level 6 and 12 have childcare qualifications up to level 3.

## Information about this inspection

### Inspectors

Lindsay Osman  
Sherrie Nyss

## Inspection activities

- This was the first routine inspection the setting received since the COVID-19 pandemic began. The inspectors discussed the impact of the pandemic with the provider and have taken that into account in their evaluation of the setting.
- We carried out this inspection as a result of a risk assessment, following information we received about the provider.
- The assistant manager joined the inspectors on a learning walk and talked to the inspectors about their curriculum and what they want the children to learn.
- Children spoke to the inspectors during the inspection.
- Staff spoke to the inspectors during the inspection.
- The inspectors observed the quality of education being provided, indoors and outdoors, and assessed the impact that this was having on children's learning.
- The inspectors observed the interactions between staff and children.
- Parents shared their views of the setting with the inspectors.
- The inspectors looked at relevant documentation and reviewed evidence of the suitability of staff working in the nursery.
- Staff spoke to the inspectors during the inspection.

We carried out this inspection under sections 49 and 50 of the Childcare Act 2006 on the quality and standards of provision that is registered on the Early Years Register. The registered person must ensure that this provision complies with the statutory framework for children's learning, development and care, known as the early years foundation stage.

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