



Once Upon A Time

Day Nursery

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Review of Quality
of Care Report
2020/2021

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Background

Once Upon A Time Nursery is a privately owned nursery registered by CIW and a member of the Early Years Wales, Once Upon A Time provides care five days a week 8am– 6pm (7am and 7pm can be arranged), throughout the year, with a maximum of 32 places for boys and girls, aged between birth and twelve years.

The nursery works to an adult/child ratio of 1:3 in the baby room, 1:4 in the toddler room and 1:8 with children 3 years and older. The nursery also welcomes boys and girls with Additional Needs. There are ten qualified staff, the owner/manager is level 5 qualified, the Deputy Managers are both Level 5 qualified as are the room supervisors and Nursery Nurses are Level 3 or level 2. There are three auxiliary staff and an apprentice. When we take on new staff they are expected to continue their CPD to level 5 qualification so that we maintain the same high standard of staff. We also have students volunteering at the nursery who are working towards their qualifications. All staff are continuously updating and improving their training, this includes Playwork and Elkan speech and language training among others.

This Review of Quality of Care should be read in conjunction with the Nursery Policies and Procedures and describes the current and planned approach to developing and maintaining the highest standards of care.

The children are observed using the areas of learning through 'Birth to three matters' and the 'Foundation Phase' and progress is recorded of significant achievement in development of Personal and Social Development, Well-Being and Cultural Diversity, Language, Literacy and Communications, Mathematical Development, Welsh Language Development, Knowledge and Understanding of the World, Creative Development, and Physical Development. These records are analysed and provide the basis for evaluation of the learning potential of activities and decisions about which activities may be most beneficial for the development of an individual child and also makes transition to the next class or school easier. The staff complete Learning Journals for the children to keep a record of their progress. These include observations, photographs and the children's work and craft.

Monitoring the Quality of Care

Once Upon A Time is a Flying Start nursery and have completed the RCT assessment tool which is a self assessment evaluation as well as the SSTEW assessment. We are monitored by Flying Start and have to maintain a high standard of care as well as attending regular training and meetings and we aim to achieve the targets set by the next meeting if possible.

The main advantages of this are to ensure that the nursery will continue to meet the expectations of parents, provide a consistent standard of provision and benefit from good practice elsewhere in Wales. We also offer the 30 hour childcare scheme for working parents and supply wrap around care and pick up and drop off to school.

All staff meet every week to discuss ideas for continuous improvement of all services provided and progress on previous actions. Records of these meetings are to be retained on file in the manager's office.

The Key Workers discuss with parents their satisfaction with the service provided and record any ideas or suggestions for improvement. Parent's evenings are offered termly, as well as making sure there is an opportunity every day for the parents to bring up any immediate issues. An "Ideas and Suggestions" jar is available at the nursery entrance at all times of operation for the benefit of parents, carers and visitors to record their observations. This is reviewed on a weekly basis by the Nursery Manager to ensure that appropriate actions are taken.

An annual survey of all parents is undertaken as part of the continuous improvement process. The advice and recommendations of the CIW is also important in improving and developing the services provided by the nursery. In particular, the two yearly formal Inspection forms a key part of the quality management process as it provides the opportunity for an objective external view on the effectiveness of the nursery quality management and how it can further improve the quality of the care experienced by the children.

Parents Satisfaction Survey

In line with the recommendations of National Minimum Standards for sessional care issued by the Care Inspectorate for Wales, Once Upon A Time Nursery issues a satisfaction survey to all parents in January of each year. In the 2020 survey the questionnaire was sent to 40 parents and achieved a response rate of 70%, which is considered a representative of a significant sample of parent's views. The results were as follows:

Q1. How would you best describe your general level of satisfaction with our services?

The results were Excellent - 97.5% Very Good—2.5% The general level of satisfaction is very important to a private Nursery as we depend on personal recommendation. We are delighted with this response

Q2. How would you best describe how happy your child is with Nursery?

The results were Excellent - 100% This is a wonderful result and is consistent with the observations of staff.

Q3. How would you best describe your child's progress at Nursery?

The results were Excellent – 100%. There is a wide variation in the rate of progress between individual children which needs to be taken into account as well as the expectations of the parents, and we are very happy with this response.

Q4. How would you best describe your level of satisfaction with our activities?

The results were Excellent – 97.5%, Very Good – 2.5%. No parents scored the Nursery less than very good. The Nursery has an extensive range of themed activities which are 'rotated', as well as regular learning and play activities that form part of the children's daily routine. We try to get out of the nursery into the local community as well as taking a trip to somewhere further afield.

Q5. How would you best describe your level of satisfaction with our Staff?

The results were Excellent - 100% This is an endorsement of the quality of staff at the Nursery. The staff are constantly improving their skills with further training, they are dedicated and fully invested in the success of the nursery. We are delighted that their hard work is recognised.

Q6. How would you best describe your satisfaction with the range of meals provided at the nursery/

The results were Excellent – 92.5%, Very Good – 7.5%. No parents scored the Nursery less than very good. We have improved our menu by following the template from the Healthy Wales menu, making the meals more balanced and healthy.

Q7. How useful is the information we provide about the Nursery?

The results were Excellent – 90%, Very Good – 10%. No parents scored the Nursery less than very good. The Nursery provides a newsletter every term which is popular with the parents. We have a website and Facebook page to keep parents informed as well as a noticeboard in the hall to keep parents up to date with upcoming events and dates for their diaries.

Q8. How would you best describe the level of information parents receive about their child's progress? (communication books, Parents' meetings, one to one chats etc.)

The results were Excellent – 92.5%, Very Good – 5% Good—2.5% No parents scored the Nursery less than good. The Nursery provides communication books which the staff write in daily regarding meals children have eaten, sleep times, nappy changes or toileting for children toilet training and activities the children have enjoyed throughout the day. Any information that the parents feel may be of interest to staff is also written in the communication books.

The questionnaire also has space for parents to offer suggestions or comments about the Nursery. Comments this year included:

* ‘ Very happy, great communication & very nurturing.’

* ‘No improvements needed, staff are friendly and very welcoming. Information is clearly passed on.’

* ‘10/10 Once Upon a Time is a fabulous nursery all round.’

* ‘My son was struggling with his speech before starting the nursery and he can now say almost anything and build sentences, he has come on so much since starting last Summer. Very friendly and supportive. Feel at ease, very happy!’

* ‘No improvements, so far so good.’

* ‘No improvements, I can’t thank them enough for what they have done to support my son.’

* ‘Thank you to all the staff for the support given to myself and my daughter.

- ‘Never any concerns’
- ‘Thank you for everything’
- ‘I don’t have any concerns at all, the nursery is brilliant with everything they do.’

Suggestions for improvements were:

Moving the front door as it is on the main road. We would like to accommodate this but there are disadvantages for all possible moves, it is something we are looking into to see if anything can be done.

Child Satisfaction Survey

Child satisfaction is usually assessed every day through observing play and

listening to their ideas. This year the nursery staff asked a total of 26 children aged 2 and over their views on how happy they were at nursery, why they like to come, what they like playing with and their views on staff. The results were as follows:

Q1. Do you enjoy Nursery?

100% of the children said yes, which is consistent with staff observations.

Q2. Do you feel happy at Nursery?

100% of the children said yes.

Q3. Do the teachers help you to have a fun time at Nursery?

100% of the children said yes.

Q4. Do you enjoy craft activities?

85% of the children said yes.

Q5. Do you enjoy going outside to play?

96% of the children said yes

Q6. What is your favourite area to play in?

12% Reading area

18% Role play/dolls

15% Creative area

18% Small world/construction

22% Messy play

15% Home corner

As well as the written survey the preschool children were asked to make a video going around the nursery and choosing their favourite activities. Photographs of this are at the back of the file and their choices were added into the numbers.

From this survey it is clear that the children enjoyed participating and even the youngest had views about the quality of their experience. There was interest in most activities but a large percentage enjoyed messy play most. We are looking at investing in a new messy play area for the Toddler room and revamping our mud kitchen.

Staff Satisfaction

Staff satisfaction is assessed at regular staff meetings and six monthly as part of the staff appraisal process. The results of the last staff satisfaction survey were that all staff confirmed that their experience at work was no lower than excellent and they have opportunity to contribute to the development of the Nursery. The staff have benefitted from more frequent meetings and we make sure that ideas agreed upon are followed through. We now hold weekly meetings and all staff will attend at least one meeting a fortnight. We are now doing room swaps so that all the staff have experience with all ages of children as well as using our hidden talents in the skills sessions which encourage our staff to pass on a skill to the children. All staff are aware that if an incident occurs and they wish to talk about the matter privately then they are able to approach the nursery manager or deputy managers and an open door policy is in place for all staff and students.

Outside Agencies Satisfaction

The nursery manager also asked the external agencies such as the Flying Start team, and Carmarthenshire County Council for their opinion on how the nursery communicates and works with them however the outside agencies we deal with are no longer allowed to fill in the questionnaires. We have spoken to the agencies and they are very happy with how we interact with them and have no issues.

Training and Development

The skills and knowledge of staff are kept up to date and there is a plan for how this will be achieved. This process starts with the initial selection of new staff, where preference is given to those with an approved qualification or someone prepared to undertake study towards a recognised qualification in childcare. In

line with best practice the approach to induction training is also being enhanced so that all staff sign to acknowledge that they have read and understood each section of the Nursery policies and procedures.

On going performance is reviewed at six monthly staff appraisals, which provide an opportunity for the Nursery Manager or Deputy Managers to agree any further training, or development needs with individual members of staff. Staff supervisions are held every three months.

We have a full training schedule this year, as well as maintaining their mandatory qualifications in First Aid, Health & Safety etc. the remaining staff are also studying for their play work Level 3. We currently have 9 staff who have qualified in play work. We have staff currently undertaking level 3, level 5, level 5 management and leadership and play work. We have a dedicated staff who want to improve their qualifications to provide better care for the children.

Improvements at nursery 2019—2020

Continuous changes and improvements at nursery benefit staff, parents and children

New garden equipment

Recently we have acquired some new equipment for the outdoors area, this includes a new house, den building frame, bus, scooters, large Lego blocks and connecting shapes for the outdoors area giving the children more varied areas outside as they have inside, encouraging their imagination skills, language and communication, friendships and physical skills. All these toys/equipment are rotated to match the themes that we are doing in the classrooms, for example, we are currently doing around the world so the children have different types of transport e.g. cars, scooters and a bus to talk about how we travel. In the construction area of the garden they have had the large Lego blocks to build different attractions from around the world such as the Eiffel tower.

New 16 camera set

We have updated our camera system from 8 to 16 with extra cameras outside/ around the building and the play rooms as well as in the sleep areas ensuring we have the highest level of security for the staff and children as their well being is paramount.

Healthy Eating Wales menu

Currently we are using elements from the Healthy Eating Wales menu and our original menu to create a menu that gives the children a range of opportunities to try new healthy foods which include portion control, their 5+ a day, vegetarian options and a variety of balanced desserts.

Healthy Preschool equipment

In March 2019 we received funding to buy new equipment to encourage pre-schoolers to spend more time outside. We have bought a mud kitchen, a fire pit with telescopic skewers to toast marshmallows, puddle suits so the weather

doesn't stop us going outside, a balance maze to help improve gross motor skills and a new painting easel for their imaginations as well as investigation bags and magnifying glasses to help them explore their surroundings.

Welsh Language

Staff have undertaken Welsh Language lessons to help promote the use of the language within the setting. Giving the children more exposure to the Welsh language early on will stand them in good stead during their transition into school and help achieve new learning outcomes.

Autism Aware setting

Once Upon A Time is now an Autism Aware setting with a resource pack provided from Flying Start. To achieve this all staff undertook training, watched a 15 minute video clip, completed a questionnaire and showed the children "Teifi and friends" video which is designed to give them understanding on how to support their friends who need a little extra help. Since achieving this we have found that we have taken away new tips and ideas on the best way to support and prepare for a child with ASD in the setting.

Community links book

We now have a community links book where we have displayed photos of our time in the local area, places we have visited or people who have visited us. By creating links in the local area the children build their knowledge and understanding of the world and it gives them first hand experience that cant be achieved within a setting environment, for example we had the Fire Service visit with a fire engine, the children had the opportunity to go inside the fire engine, talk to the fire men and women and try on helmets and boots.

Students

We take on students from college to help with their training as well as students from school and community groups who are trying to decide what career to choose. By taking these students on we are helping our local community as well as the individuals involved.

Healthy Eating Board

We have made a healthy fruit and vegetable reward chart in the dining room and every child has their own plate to fill with stickers for every fruit and vegetable they eat, once they fill the whole plate they can choose a reward and start again. This board encourages the children, with positive reinforcement, to eat healthily.

MARM—Meningitis Awareness Recognition Mark

We have now received our MARM certificate to show that we are meningitis aware. We have information available for staff and parents and posters up in the hall making the staff more aware of the symptoms of meningitis makes the nursery a safer place for the children.

Fundraising

We have started fundraising for a new 6 seat bus so we can extend our walks in the community. We put on a pantomime for Christmas and had an amazing response from parents and carers old and new. We have raised over £1000 so far, and are very grateful for all the amazing support we have received. We are looking at continuing our fundraising with an Easter raffle and possibly another pantomime next year.

Quality Action Plan

To ensure that the Nursery continues to maintain and develop the quality of the play experience for children the following action plan is being implemented:

Action	Target Date
CSSIW Inspection	TBC
Staff Meeting to discuss improving activities etc.	Weekly
Parents Newsletter	Termly
Annual survey of all parents	January 2021
Staff quality monitoring meeting and Staff satisfaction survey.	January 2021
Review all Policies and Procedures	March 2020