



# Once Upon A Time Day Nursery

Review of Quality  
of Care Report  
2021/2022

# Once Upon A Time Day Nursery Review of Quality of Care Report

## Contents:

Background.....	3
Monitoring the Quality of Care During Covid-19 .....	4
Child Satisfaction Survey.....	5
Staff Satisfaction .....	6
Outside Agencies Satisfaction.....	6
Training and Development.....	6
Improvements at Nursery.....	7
Quality Action Plan.....	9

## Background

Once Upon A Time Nursery is a privately owned nursery registered by CIW and a member of the Early Years Wales and NDNA. 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 are level 5 qualified, the Deputy Managers are both Level 5 qualified, the room supervisors are level 5 or working towards it and Nursery Nurses are level 3 or level 2, there are also three auxiliary staff. 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 can 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 Communication, 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

## **Monitoring the Quality of Care During Covid-19**

Once Upon A Time is a Flying Start nursery and have completed the RCT assessment tool which is a self assessment evaluation we would normally complete the SSTEW assessment but this has been postponed due to Covid-19. 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. Training and meetings went ahead on a limited basis over Microsoft teams. We have received one 30 minute visit which was delivered in a Covid safe way.

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.

Before returning to work we had a zoom meeting with all staff and a video tour of the nursery to show staff the adaptations that were made in order to keep us safe, as well as the extra PPE and cleaning measures that were introduced. Staff were sent our Covid-19 risk assessment and given the opportunity to ask any questions. Staff meetings were suspended during the pandemic but all staff were given the opportunity to discuss any issues on a 1 to 1 basis with the manager. We have now reintroduced socially distanced weekly meetings.

There has been limited contact with the parents at the door, to avoid gathering and helping us to follow social distancing guidelines, during this time. We have introduced an app for the parents, this includes a daily diary so the parents can read about their child's day as well as a place to message us with any concerns or queries. Parent's evenings have been replaced with a report on Google forms and a chance for the parents to ask any questions they may have about their child's development.

An annual survey of all parents is usually undertaken as part of the continuous assessment but under the circumstances it was decided to postpone this as we did not want to pass paper back and forth and create an opportunity for cross contamination. Parents still have the opportunity to discuss any concerns or questions on the app or by phone or email. The staff and children surveys went ahead as they could be done within the nursery and the parent survey is ready to send as soon as it is safe.

## 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 31 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. Babies are still a little young to voice their opinions on the survey but staff are in tune with their likes and dislikes and plan accordingly. 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?

89% of the children said yes.

Q5. Do you enjoy going outside to play?

100% of the children said yes

Q6. What is your favourite area to play in?

23% Maths table

25% Role play/dolls

25% Small world/construction

7% Cars

7% Messy play

13% Outside/craft/colours/magnets

## **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. They feel safe with the measures we have put in place for Covid-19.

## **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. we also have staff undertaking level 5, 3 and 2.

# Improvements at nursery 2020—2021

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

## New flooring inside the nursery

We have fitted new flooring throughout the entire nursery which has helped children who use wheelchairs walkers and frames to gain easy access to all levels and areas of the nursery. It is also easier to maintain a high standard of cleanliness.

## New flooring and veranda in the garden

After applying for 2 grants through Family Information Service we received funding that went towards our outdoor provision to increase the use of the area as during the Covid -19 pandemic rules and guidelines stated that it was highly recommended that children should spend as much of their time outdoors as possible. We have changed the floor to bright coloured Wetpour with patterns including a hopscotch with numbers and shapes along with a large veranda that we will create into an outdoor classroom following the Foundation Phase ensuring children have the opportunities to access areas both inside and out. In reconfiguring our garden it has left us with a larger space for the children to exercise their physical skills and use a different range of motor skills.

## New pick up car

At Once Upon A Time we are conscious that flexibility and availability are the key to ensuring parents take up the 30 hour childcare offer and aware that we send children to a range of different schools around Llanelli. Therefore it helped us make an informed decision to increase the size of our pick up car to accommodate more pick ups around Llanelli and help working parents with children who are attending part time school. A generous grant from FIS allowed us to get a seven seat car that is safer and newer for the children.

## New tables

Throughout the Covid -19 pandemic we have ensured to take all aspects of the nursery into consideration when looking at what would need to be changed or adapted to follow the rules and guidelines. We have purchased new tables which have more space for the children to sit around and helps reduce the risk of cross contamination.

### Flying Start tender

Flying Start have awarded us a new 6 year contract after going through the tender process. We submitted a range of evidence about our nursery including floor plans, planning, observations, policies and risk assessments. We were also involved in a virtual site visit which counted for 15% of our overall score which we received full marks for. We will continue to work with the range of professionals within Flying Start to ensure we give children living in deprived areas the best start to their journey in education

### Joined National Day Nurseries Association (NDNA)

We have become members of the National Day Nurseries Association (NDNA). Since doing this we have been able to have access to support with policies and have decided to have a full policy change with access to the Welsh translated versions for any of our parents who would like them in Welsh. They offer mandatory training, mandatory training at a higher level for example Child protection for a lead designated officer and additional training for anyone with specific interests such as risky play and pedagogy. Since joining we have found that it has been an extra support and benefit to us with frequent updates with regards to childcare, Covid-19 and new and exciting ideas we can use in our day to day routines.

### New 6 seater bus

Since starting to fundraise for a new 6 seater bus in December 2019 we managed to reach our goal and purchase the new bus. The children have enjoyed walks in the local area and hopefully we can get involved with the community more when restrictions allow, to help develop the children's knowledge and understanding of the world around them.



### Parents App

We have introduced an app for the parents. The main aim behind this was to stop books and papers being handed back and forth throughout the pandemic. The parents have been very appreciative of the app and particularly like the Daily Diaries that allow the staff to tell the parents about their child's day and even send a photo. There is a place to send messages and receive injury logs and medication notices.

## 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:

<b>Action</b>	<b>Target Date</b>
CSSIW Inspection	July 2021
Staff Meeting to discuss improving activities etc.	Weekly
Parents Newsletter	Termly
Annual survey of all parents	January 2022
Staff quality monitoring meeting and Staff satisfaction survey.	January 2022
Complete policy update	Sept. 2021