



**QUALITY OF CARE REPORT**

**2017**

## INFORMATION ON SETTING

Our mission statement is “Great things come from small beginnings”.

Our aim is to provide high quality day care for children aged 6 months to 8 years old, that is inclusive and accessible to everybody.

We run under the umbrella group of Rhayader and District Community Support who are a registered charity. The nursery is located in a purpose built portacabin in the grounds of Rhayader Primary School. Our opening times are between 8am and 6pm Monday to Friday, running 51 weeks of the year.

Our playroom is divided into various areas. We have a:

- Under 2's fully resourced play area including a messy play area
- Sleep room with cots and prams
- Story corner
- Maths area
- Home corner
- Creative/messy play area
- Eating area
- Quiet area
- Kitchen
- Children's toilets which includes a nappy changing unit
- Cleaning cupboard
- Toy cupboard
- Secure outdoor play area

We follow a daily session plan which provides a sense of belonging and familiarity for the children. We also plan weekly activities which will be based on the children's interests and individual learning styles. Here is an example of a typical day:

TIME	ACTIVITY
8.00 - 9.15	Arrival/settling in
9.15 - 9.30	Breakfast
9.30 – 9.45	Circle Time
9.45 - 10.30	Structured activity/Walk
10.30 - 10.45	Teeth cleaning
10.45 - 11.00	Free play/child-led
11.00 - 11.15	Nappy changing
11.15 - 11.45	Free play/child-led
11.45 - 12.00	Story and singing time
12.00 - 12.30	Dinner
12.30 – 2.00	Quiet time/sleep time
2.00 - 2.30	Structured activity/outdoor play
2.30 - 2.45	Nappy changing
3.00 – 3.15	Milk

3.15 - 3.45	Free play/child-led
3.45 – 4.00	Story and singing time
4.00 - 4.30	Tea
4.30 - 5.00	Structured activity/outdoor play
5.00 - 5.45	Free play/child-led
5.45 - 6.00	Singing time/Hometime

All of our staff hold or are working towards either relevant degrees, QCF Level 3 or 5 qualifications in Children’s Care, Learning and Development.

Staff are employed in line with the regulations governing childcare, including an enhanced DBS check to ensure all employees/volunteers are suitable to work in a childcare setting.

The staffing ratios are as follows:

0-2 years 1 staff member per 3 children (1 per 2 if needed).

2-3years 1 staff member per 4 children

3 years + 1 staff member per 8 children

The Nursery is currently registered to provide care for up to 19 children between the ages of 6 months and 8 years. No more than 6 under 2's are initially allowed in one session. This may be subject to change.

Students and Volunteers have the opportunity to work within the Nursery setting and each individual will have a DBS check before being able to work with the children.

### QUALITY OF CARE

In the beginning of January 2017, the nursery handed out questionnaires to staff and parents asking them what they thought of our service.

**Staff** were asked whether they strongly agree, agree, disagree or strongly disagree with the following statements:

1. I feel encouraged to come up with new and better ways of doing things
2. My work gives me a feeling of personal accomplishment
3. I have the resources to do my job well
4. In my job, I have clearly defined roles/tasks
5. The Management Committee keeps employees informed about matters affecting us
6. My job makes good use of my skills and abilities
7. I am satisfied with the information received from my manager on what is going on in the setting
8. I am satisfied with the involvement in decisions that affect my work
9. I feel that my regular supervisions are carried out efficiently and effectively
10. I am aware of all the policies that the setting follows
11. I am aware of the risk assessments of the setting
12. Management looks to me for suggestions and leadership

13. My manager encourages me to do my best
14. I feel I help to provide a quality provision for children and their families
15. I am valued by my manager
16. I am able to attend training and other personal development opportunities
17. Overall, I am satisfied with my job

They were then asked:

1. What suggestions do you have for the improvement of the nursery?
2. What other issues not included in this questionnaire need to be addressed by the manager/committee?

**Parents** were then asked whether they strongly agree, agree, disagree or strongly disagree with the following statements:

1. The nursery is welcoming to you and your child/children
2. The nursery staff are welcoming
3. Your child/children enjoys coming to nursery
4. The nursery room is well laid out
5. The outdoor facilities are welcoming and stimulating for children
6. The nursery is secure
7. Your child/children and you were able to visit the nursery before starting
8. You are kept informed about what is happening in the nursery through newsletters, website, Facebook and noticeboard
9. Your child/children are able to make choices about what he/she does in the setting and what activities to undertake
10. You know who your child/children's Key Worker is and he/she informs you about your child/children's day
11. Your child/children are encouraged to become independent in all areas

They were then asked:

1. Are you aware the nursery runs a Nursery Advisory Group and the members are made up of parents of children from the nursery?
2. Would you be interested in becoming a member?
3. A nursery open day would be an opportunity for present parents to come along and meet 1:1 with their child's key worker and see what they have been doing and how they are progressing.  
What do you think of a parent's open day and would you come along?
4. What do you like best about the nursery?
5. What changes, if any, would you like to see the group make?
6. Would you recommend the nursery to your friends?

Unfortunately, like many other settings, we have problems getting parents to complete questionnaires and therefore feel we don't get the full picture sometimes. However, parents are very good in making suggestions verbally, which we have included in our recommendations of improvements.

## STAFFING

The current members of staff are:

**Temporary Person in charge/Nursery Manager:** Julia Lewis

**Deputy Manager:** Kim Lewis

**Supervisors:** Sharon Morris and Donna Reeve

**Leader of 3 year olds:** Sarah Price

**Nursery Assistant:** Natasha Filer and Katy Bufton

**Relief Nursery Assistant:** Sian Thomas

**Volunteer:** Emily Thompson

**Registered Person/Responsible Individual:** Pippa Boss

Julia Lewis	Level 4 working towards Level 5 in Children's Care, Learning and Development
Kim Lewis	Level 3 working towards Level 5 in Children's Care, Learning and Development
Sharon Morris	Level 5 in Children's Care, Learning and Development – July 2016
Donna Reeve	Level 3 working towards Level 5 in Children's Care, Learning and Development
Sarah Price	Level 3 working towards Level 5 in Children's Care, Learning and Development
Natasha Filer	Level 3 in Children's Care, Learning and Development – June 2016
Katy Bufton	Level 3 – July 2016 working towards a degree in Childhood Studies
Sian Thomas	Level 3 in Children's Care, Learning and Development

All staff are qualified in Paediatric First Aid, Food Hygiene and Child Protection. The Manager and Deputy Manager both have their Advanced Child Protection certificate.

During 2016, Sarah, Sharon and Donna have all completed their first stage of Solihull training and Sarah attended a supervision workshop.

## POLICIES AND PROCEDURES

In June 2016, the Manager went on maternity leave and Julia Lewis is covering her role at present. Julia took this opportunity to review all policies and procedures and develop ones that she felt needed to be added.

Newly added policies and procedures:

Policies	Why they were needed?
Supervision Policy	The policy ensures that supervisions take place and what the employee can expect from a supervision and the supervisee's role during the process.
Appraisal Policy	As with the Supervision Policy, it ensures that appraisals take place and what the employee can expect from an appraisal and the appraiser's role during the process.
Outings Form	This was developed to ensure the safety of staff and children when on an outing locally. It includes itinerary, names and ages of children, staff names, person in charge, and contact details.
Signing in sheet	It was agreed that parents needed to sign their children in and out for safety reasons.
Staff signing in book	It was agreed that staff needed to sign in and out. This included the times they left the building during the day e.g. meetings, walks with children.
Cleaning schedules	Procedures needed to be put in place regarding cleaning and washing items.
Timesheets	Instead of staff keeping track of their annual leave and toil, they are now asked to fill in timesheets which are then transferred onto the computer and their annual leave and toil is worked out for them.

Updated policies:

Policies	Why did they need updating?
Code of Conduct	It needed to be set out clearer under the headings: <ul style="list-style-type: none"> <li>• Care</li> <li>• Quality</li> <li>• Commitment</li> <li>• Trust</li> <li>• Teamwork</li> </ul>
Safe Recruitment of Staff Policy	It needed to state how often supervisions and appraisals take place
Arrival and Collection of Children Policy	It needed to include the new signing in procedures. These procedures were brought in to safeguard the children.

Babies and Toddlers Policy	It needed to include a procedure to follow when changing nappies if a worker is pregnant and there is a section saying we sterilise, which we don't so that was removed.
Behaviour Management Policy	Staff procedures when challenging behaviour happens, needed to be included.
Health and Safety Policy	This needed to include completing Food Diaries and following cleaning schedules set out within the kitchen.
Healthy Staff Policy	It needed to include the procedure for disinfecting mop heads.
Privacy Policy for Parents	This policy was developed as a separate policy to the Data Protection Policy to ensure parents are aware of their rights.
Safety Checks Policy	A section stating location of gas point was removed – the nursery doesn't have a main gas supply.
Sleeping Policy	A sheet informing staff of parents' requests regarding their children sleeping is displayed on the wall of the sleep room – this was added to the policy.

## PREMISES

### Key Learning Areas

#### **LITTLE LADYBIRDS: 6months - 2years**

For children of six months and upwards are looked after by qualified staff in their own quiet and stimulating area filled with activity tables, exciting toys and role play area. This is a happy place with plenty of time for hugs & cuddles and a safe environment for when your baby starts to crawl and walk. We provide exciting daily activities to feed young imaginations and we can guarantee plenty of love for all our babies! It is a place for your child to enjoy free play, group story time, singing sessions and structured play, promoting their social skills and satisfying their inquisitive minds. The carers that work with children in this age group are aware that your toddler needs someone to talk and listen to them at their own level. Every day is a new experience... sand, water, collages, building, baking, puzzles and the home corner are just a few of the activities your child will enjoy. They also have access to the Messy Area where they can enjoy sand and water play.

### **BUSY BEES: 2 - 3 years**

Your child will start to learn all round development skills such as primary colours; shapes and counting in the main play area. Children get messy playing with, for example, spaghetti and jelly; they splash in the water trough, dig in the sand and paint masterpieces for you to take home and treasure. Social interaction is very beneficial to children of this age and your child will start to become aware of his/her peers and will develop friendship. Growing toddlers need clear limits in a safe and fun environment. They have access to the outdoor area and garden to enjoy the world around them.

### **CLEVER CATERPILLARS: 3 years and over**

The main play area offers stimulating, exciting activities to stretch skills, for example, name writing and learning phonics through Read Write Inc, that will give your child a head start for when they begin school. Our Nursery Assistants with Clever Caterpillars make children feel successful and very special and they are treated as respected individuals. High standards are achieved by implementing the Early Years Foundation Phase curriculum. This is an environment in which children will flourish and become more confident and independent with each day.

### **Outdoor Area**

We have a secure outdoor area, which provides age and stage appropriate toys and resources. We have recently reviewed the safety of this area and made the following changes:

- Although the side gate to the garden had a hook latch on it, some children could open it. We now have strong elastic that loops over the gate and through the fence, which has solved the problem.
- We have also replaced padlocks to the main garden gate and path gate with locks that need codes instead of keys. This has ensured additional safety for children and staff.
- An outdoor checklist has been developed to ensure staff check the outdoor area prior to the children going out to play. Again, this ensures additional safety for the children.
- We have also fundraised and applied for grants in order for us to develop a safe baby area outdoors and replace tired baby toys. We have managed to secure £1000 so far and will be undergoing the work in Spring 2017.

### **Health and Safety**

The following procedures take place at nursery:

- The main door is double locked at all times
- The manager/deputy is responsible for opening this door
- There is a coded door into the play room. Only staff are aware of the code
- Opening and closing checklists are carried out daily

- Annual checks are carried out on fire safety equipment, alarms and emergency lighting
- Fire drills are carried out half termly
- PAT testing on all electrical equipment is carried out annually
- All staff have read and understood our Health and Safety Policy and follow procedures
- Cleaning schedules of the nursery as a whole are carried out daily/termly
- Food handling procedures are followed at all times
- Any accidents are recorded
- There is always sufficient lighting, heating and ventilation
- All staff follow manual handling procedures

### **CSSIW – last inspection**

Our last inspection was on August 19<sup>th</sup> 2015. It was recommended that a review of our Quality of Care Report should be undertaken and advised we should further develop and extend it to provide more thorough information with targets for future improvements.

The present manager has taken suggestions from the “Childcare Business Support Team” as to what information should be included in the report and has made the necessary changes.

### **Changes made during 2016**

We took on Natasha as nursery assistant

We took on Katy, who came to us on a Job Growth Wales Scheme for 6 months and is now becoming a permanent member of staff

Emily (nursery manager) left to have a baby and Julia took over as manager

A deputy and 2 supervisors have been put in place to ensure we have a responsible person present at all times during the day

The areas in nursery have changed many times due to feedback from staff and staff observing the children playing

The staff room is now located in one end of the office. It has a microwave, fridge, toaster and kettle. It allows staff to have a total break from the children and to heat their dinners without getting in the way of the children’s dinners being prepared

Due to a grant and fundraising, new toys and storage have been purchased for the baby area because toys were looking tired and there wasn’t a sufficient amount considering the number of babies we had

Toy storage for the 2 and 3 year olds had no backing and due to it being used as a divider, staff found that babies were accessing these toys. Therefore, we attached plyboard to the back of the units and solved the problem

Menus have changed about 4 times throughout last year. We were seeing that there were some things on the menu that the children didn't like, so we kept trying different foods. At present, they are enjoying the menu, but we will continue to review it.

We have changed our outdoor lighting due to parents complaining about the unlit path at night-time. We had a Christmas raffle and raised money to have a floodlight fitted which has made a huge difference.

At Christmas, we painted characters on some of the walls due to staff commenting how boring and drab the walls looked. The children love the characters. One girl even talks to the "cow that is jumping over the moon" whilst going off to sleep!