

Quality of Care Review May 2015



Below is a round up report of the quality of care that Little Cherubs has offered throughout the past year. This report sums up what the nursery has done as a whole and includes feedback from staff, children and parents. This report will hopefully show we are always thinking about what we do and act on it, and that we ask everyone who plays a part in the day to day of the nursery about their thoughts and suggestions, to ensure the overall effectiveness and continued improvement of the service.

Over the last year we have continued with our quest of ensuring that parents are involved as much as possible in nursery life and kept updated not only on their child's progress but what is going on at nursery with our open door policy. Many parents this year have taken up the option when deemed necessary to pop in and have a chat with their child's keyworker. This has benefited both parents and staff as good parent and staff partnership has been built up, with key-workers and parents working together.

Detailed newsletters are continued to be sent out monthly, to let parents know what's going on over the following month, with regular updates on how the nursery is progressing with things like CHASP'S and gentle reminders. This keep parents fully involved in nursery life. Our nursery website and Facebook page are also regularly updated so parents are able to see visual evidence of all the activities and special events taking place over the year as well as those displayed around the nursery setting. Lots of our new parents have commented how they find the website and Facebook page a really good introduction to the nursery and nice to see what we get up to and get to know the nursery before their child starts. Many thanks to the parents who have allowed us to use their child's photographs on the face book page, it makes the posts more exciting!

Good feedback has been received from parents from our regular illness emails, as parents have commented that they are able to look out for signs and symptoms and identify illness' they would not have normally been able to recognise.

[Looking back over the past year at Little Cherubs](#)

Here is a general break down of what we have been up to:-

We have been working hard with CHASP'S and have been accredited with our phase 1 & 2 completion, we have just finished the environment section and are awaiting our certificate. We are now working hard on hygiene and workplace wellbeing which is the final section of the Cardiff Healthy and

Sustainable Pre-school Scheme. We have asked to be a guest speaker at a special Chasp's presentation event which is being held in June, as we have been told by Chasp's that the Little Cherubs Nursery has been exemplary in all aspects of the award and are the first to be accredited with completion of the first 3 units. We will be sharing all of our hard work with lots of other nurseries and pre-school settings over Cardiff who have as yet to reach our point and standard with the award.

Good feedback is always received on the nurseries hygiene rating, well done to Dawn who has maintained our **5*** score on the door for the 5th year running since the scheme was introduced back in 2010 by the food standards agency. Dawn is due to renew her HACCP Level 3 in June. We have struggled a little lately with our general housekeeping due to our sad loss of Nikola back in February, all staff have really pulled together and tried to help out as much as possible, although it has been a lot to keep up with. We are now hoping to train up two new staff members to assist Dawn in the Kitchen as well as carry out general cleaning around the nursery. We are also looking into getting a professional cleaning company to come in on a monthly basis to deep clean the nursery on the weekends. We completed our Audit Toolkit through Cardiff council promoting health and hygiene in the nursery. We were praised for our infection control, cleaning schedules and high standards. Thank you to everyone for updating immunisation records, these were really helpful to us

We recently renewed our Gold standard healthy snack award for the 5th year running, detailed scrap books are displayed in the foyer. These provide all the evidence of what we do daily to ensure fresh and healthy snacks are provided to all children who attend the setting, along with the activities on offer to complement this which are carried out regularly throughout the year.

We continue to provide a healthy well balanced menu for all children, assisting parents with weaning and baby led weaning, we strictly adhere to children's allergies and any other preferences as much as possible. We receive lovely feedback on the meals provided by not only the parents but the children, with lots opting for second helpings! Favourite's are still the healthy soups, turkey meat balls and courgette chasseur.

Following the advice of local health professionals the nursery has a "No birthday cake rule" which we continue to strictly abide by and as such is also followed in local primary schools too. We have devised our own special birthday box to mark the day and a pretend cake is used when the children sing Happy Birthday. This helps us ensure the healthy eating ethos we promote is carried out at all times. We thank everyone who has adhered to this new policy.

Movement of group questionnaires, my first week at nursery feedback sheet and developmental assessment feedback sheets have all been devised over the last year. These reports are sent out at various stages of nursery life to all parents to ensure they are in agreement and involved with how each individual child is settling and developing developmentally at nursery. Parents are continually asked for their personal feedback or for suggestions for any improvement at each different individual stage, this information from parents helps us continually improve our practice (Quality monitoring) and make any relevant changes where deemed necessary to nursery practices which parents feel would be beneficial

to them. (i.e. settling in sessions are now offered at different times of the day, rather than just at 10.30AM or 2PM to give the children chance to get used to meal times, snacks and sleeps as well as just the activities on offer). We thank parents for all the feedback and suggestions received over the past year as this is what makes our nursery really work for parents.

Parents are continually invited to vote for staff every other month for employee of the month, we have received some lovely positive feedback on our staff, it is lovely for them to get the recognition for their hard work! Thank-you to all those who take the time to vote.

Action plans following all questionnaire results have been drawn up following results being collated, giving staff detailed plans of what action needs to be taken, by whom and giving them a time scale to adhere to, any individual queries from parents brought up in questionnaires or via email are dealt with directly via email or via an informal chat with management / key-worker.

Staff meetings have continued to be regularly carried out throughout the year, but also new bi-monthly Group leader meetings have been drawn up, where management get together with all group leaders to ensure everything is running smoothly and for any input required regarding Chasp's, nursery policies and procedures etc., group leaders are then responsible for relaying any relevant information back to their teams during team meetings to ensure everyone is up-dated more regularly.

Staff training is carried out every year with all staff keeping statutory courses up-to-date for their area of work (Paediatric First aid, Child-protection, food hygiene, need to be renewed every 3 years), as well as attending lots of additional courses to help with their everyday jobs giving fresh and new ideas to share around the nursery, listed below are some examples of some of the training attend by staff over the past year:-

Leadership & management, Getting it right from the start – an introduction to wellbeing in the early years, the safe recruitment of childcare staff, Induction & Supervision, Bereavement in children, Learning to talk, Working with babies, Early numeracy, Math's in the early years, Cooking within primary school, Cook bus, OCN refresher – Nutrition, Makaton workshop, Story time, Foundation phase, Busy feet, circle time training, Behaviour management and gardening workshops.

This year on top of the training we have sourced, we have introduced our very own staff workshops, to get all staff together for specific training needs which is geared towards the needs of our nursery. This gives staff added benefits of team building and work on areas that may need improving or introducing new ideas to the group. Our first workshop was a great success with excellent comments made on course evaluations forms. We look forward to our next workshop in October.

National Day Nurseries Association (NDNA) management meetings have continued to be attended to keep us up to speed with all the latest topics and things in pipeline, ensures time for us to network with other nurseries and support one another with the latest CSSIW news, often good guest speakers are also present.

We as a nursery continue to work hard to ensure we are incorporating the UNCRC (United Nations Convention on the Rights of a Child) into daily life in the nursery. A special notice board for parents is displayed in the nursery and a Policy has been drawn up. The UNCRC is present in daily life at the nursery with staff fully aware of this, a special section is also incorporated into the monthly planning and evaluating to ensure it is always present and thought about by staff daily, Staff often plan circle-time sessions, and generally give all children the freedom of choice and encourage them to have their own voice.

Over the last year we have introduced our very own Health and safety team to the nursery, this team is run by Mark France from Practical Safety Solutions, Mark and his fellow colleague Katie are regular visitors to the nursery who ensure that Health and Safety at the nursery is maintained in every area, giving staff all the support they need. Regular training and supervision is given during staff meetings and monthly meeting with management take place, regular spot checks also take place which gives us the extra peace of mind.

We have continued to use outside agencies to support us in providing fun additional learning with monthly Yoga sessions with Rachel, monthly dance workshops with the Dance Angels, and also regular football skills training with Sports Club Extra. The children continue to enjoy these sessions building up their skills with all the regular practice.

We have introduced new visitors to the nursery this year, we have already received a visit from wonderful wardrobes back in January which the children loved, so we will definitely be inviting them back very soon for a second visit. We have started our very own sponsored events, these have been planned as different themed days so all children can be involved in at least one event, we also set a special "At home activity" to involve parents, (keep an eye out for our new at home growing board in the foyer) We hatched ducks in April, which was a very positive experience for all.

Improvements around the nursery

We have spent a fair amount of money and made many improvements to the general appearance of the nursery over the past year. We had new carpets fitted in three of the base rooms (0-16 months, 16months-2yrs & 3-5yrs) freshly painting many rooms and communal areas of the nursery, new blinds have been professionally fitted in our 3-5yrs play-room and messy-room. New wooden chairs and tables have been purchased in both the toddler messy room (1-2yrs) and the 2-3yrs messy room. Our outdoor sand pit has been refreshed with new play-sand and sliding doors have fitted making it weather proof and keeps sand clean and fresh from any unwanted visitors. A mud kitchen – (IN PROCESS) this will be situated in sensory garden conveniently next to the mud digging area. A new computer has been purchased for the office and also a separate computer for the children installed with internet in the 3-5yrs. New water trays have been purchased throughout the nursery and other general toys and equipment. Low level help yourself storage has also been put in our toddler and 2-3yrs age group. Our garden has been regularly maintained throughout the year. New safety door open / closure fitted to our front door, Finger guards re-newed and replace throughout the nursery.

Planned decor to continue over the remainder of the year: Blinds in 1-2yrs play-room, painting walls, new budget set for purchasing new equipment monthly.

We have made a big change to the nursery's planning and evaluating, the daily planning is in more detail giving a larger scope for more activities to be offer at the same time. We have introduced where possible new free-flow play in our downstairs groups. So far this has been really positive as has allowed the children much more freedom of choice. We will be updating our curriculum policy to reflect these changes.

Now our CHASP'S is coming to an end, due to us enjoying the project so much we have planned to start our small workplace health award (SWHA). All staff and children will be involved in this new project, which we plan to start at the end of the summer. A full run down for parents will be given out shortly and we will be involving parents as much as possible.

Questionnaire feedback

Questionnaires have recently been sent out to both parents & staff, excellent feedback was received back from both with lots of very positive comments and suggestions. We didn't receive a high number of questionnaires back from parents, but those we did receive gave lovely feedback assuring us that we were all doing a good job! We are guessing that everyone who didn't return a questionnaire are happy and therefore didn't feel the need to do so. The winner of the voucher drawn at random for returning a questionnaire was Willow. Thank you to all who contributed!

Some of the recurring comments received about the nursery include, homely environment, great standard of care, smiley welcoming staff, great standard of healthy food and snacks, good level of information both verbally and written, excellent communication through newsletter and emails on projects etc. Approachable staff, happy with information on nursery policies and procedures and Chasps, good range of activities on offer, good use of outdoor space, links between home and nursery topics, lovely atmosphere, interim reports give great indication of how children are doing developmentally, lovely additional activities such as duck hatching, dance angels, football. Some quotes we enjoyed were:

"We are both really happy with the assessment report, and thank-you so much for the high level of care"

"Just wanted to feedback how much Enjoys going to little cherubs – I put this largely down to staff. Jodie, Beth and Lauren have been a great support of late – particularly with toilet training. Your team is a real credit to the nursery."

"We chose little Cherubs as it is close to home but more importantly the ethos, feel and layout is comfortable and welcoming"

"Keep up the great work!!"

We continually ask for the children for their own evaluations, (through an active programme of child consultation, encouraging each child to be an effective contributor) this is done by various means – during planned circle time sessions, by staff carrying out observations during activities, looking at the children's body language, willingness to take part and from observing conversations, asking children to make their own decisions on activities and equipment. Taking on board interests and using these to plan topics and activities, Staff use varies other methods of monitoring activities such as asking for feedback from children by happy and sad faces, pebbles in the jar, taking photos, and from drawings. Free-flow play is now also regularly used in our downstairs groups giving children freedom of choice.

Looking forward to next year

We look forward to our Fun-day which is coming up on 18th July, we hope you all can attend!

Wish lists have recently been introduced where staff and children will sit down and decide what equipment is lacking and needed, due to our new toy budget we will be busy concentrating on purchasing the equipment which staff and children have decided that is needed and they would like.

We are hoping to look into Eco schools, and hope to introduce where possible this into the nursery's daily life, we hope to carry on concentrating on continuing to recycle and introduce this in all areas of the nursery, use our compost bin and water butt. Introduce more planting and growing in the garden.

To sum up we have been very pleased with the quality of care over the last year and the positive feedback received from staff, parents, children and other professionals. The nursery life has been happy with the staff and parents working well together to facilitate an environment in which children are happy and able to learn and develop.

We continue to be proud of the successes we have achieved here at Little Cherubs and are very happy that you have chosen for you and your child to share this journey with us. We are always looking at new ways to develop the nursery and are willing to take on board any further suggestions you have that would make your life that bit easier or improve our service.

We understand that without our team providing a quality service and you taking that important first step in putting your faith in us to care for your child we would not be able to continue to do what we do, so for that we thank you! We hope that we can continue to grow and develop in the future as well as still providing those little things that we think make us stand out from the rest.

Thank-you for letting us share in the delights of your child – Diolch

If there is an area not covered within this report that you would like covered in future reports please let us know.