

Quality of Care Review – December 2019

Teeny Tots Day Nursery is now in its 10th year of Business. It is a spacious, well equipped Nursery set in a beautiful environment on the outskirts of Brecon and is conveniently placed for parents to access on route to their workplace. It provides private car parking and a safe, friendly, well-staffed Nursery in which children can thrive.

The Nursery lay out has continued to change over the 10 years we have been registered to suit the needs of the children and so that the space we have is used to its full potential.

Environment

The nursery is currently set out in the following way.

Reception

The main door is accessed directly from the carpark into our reception area. The door is locked from the inside at all times and opened by authorised staff only. The reception is a large bright area into which Parents and children are greeted each morning and evening, it is well used and provides adequate space for coats, bags, car seats and socialising for which it is well used by parents! We feel this is a very important area which contributes to the friendly, welcoming atmosphere that we promote. It also houses a reception desk from which the more formal side of nursery business is conducted and records are stored.

The Under 2's room provides a light, spacious area with toys and equipment suitable to stimulate the age range it is intended to cater for. This room is self-contained with an adjoining sleep room, equipped with cots so that children's sleep routines are easily managed. A Nappy changing area is situated just outside of this room and also the children's toilets are close by, these consist

of three child sized toilets and three hand wash basins with toiletries all at child height to encourage independence in all aspects of their nursery day.

This room benefits well from a divided space for smaller babies to explore and play away from more mobile children. Children from around 18 months are given the opportunity to explore more of the nursery by joining the two year olds for small periods of time during the day. Staff encourage them in small groups to explore the over 2's room so as they benefit from different activities on offer and familiarise themselves with the environment and staff in the over 2's room making transition when the time comes as smooth as possible for children and parents.

The under 2's have the benefit of a garden specifically for their use which gives them a calmer space to play in away from the more boisterous 2 and 3 year olds. For babies that are not yet up and walking confidently we have two triple buggies so as we are able to take them out for walks every day.

This unit provides space for up to twelve babies.

Over 2's and Garden area

This large light and airy room is well equipped with a variety of stimulating toys, lots of which are role play based. This room is divided into 2 spaces, the first space is for 2-3 year olds which leads onto a large area for the 3 year olds. Both areas are equipped with a quiet area, role play area, mark making area and messy play/sensory area. By dividing the room like this it enables us to be flexible with the space we have. Children's art work is displayed on boards and lines so as children and parents can see their creations on show and admire them, building self-esteem.

The 3year old area has a large carpeted space which we use for sleep times for all children in this room who require a sleep. This room has a set of patio doors which means the children can access a newly revamped outdoor area whenever they choose, this area has been fitted with artificial grass, chalk boards and a large water wall. Below is a good sized lawned area with a tepee and a Mud Kitchen which has given the children endless fun and proved to be a huge success with all ages. The lawned area has storage which houses ride on

toys, gardening tools and sports equipment for the children. Our plans this year are to make a sensory area on the lawned garden.

We provide all in one weather suits to enable the children to play outside in wet weather. Children in all rooms enjoy a walk up to the caravan park every day and in nicer weather enjoy using play park facilities on site and use of the camping fields for ball games and picnics.

Toilets are situated outside of the room through reception and a nappy changing area just next door.

Toddlers eat in a separate room to their play space, this room is large, light and spacious. We have large round tables to seat the children at meal times to create a social experience and a sink for hand washing before meals. This room also doubles up between meal times as an extra space for messy arts and crafts, indoor bikes and soft play. Both babies and toddlers make good use of this extra space.

Equipment

All rooms are well equipped with age appropriate educational resources, we are constantly adding to our range of toys and equipment to keep children and staff stimulated and occupied. We invest in new toys and art & craft equipment on a regular basis, children are consulted about the type of play activities they enjoy which influences our choice of new equipment.

We change the layout of the rooms regularly to add extra interest to the children's time in nursery, this is very popular with the children shown by the air of excitement and the contentment in their play.

All toys and equipment are sterilised regularly and recorded on a cleaning log.

Risk assessments are carried out in all rooms every morning to ensure the environment is safe for the children. Written risk assessments on staff, children, rooms and activities are available in reception to view and are reviewed annually or sooner if needed.

Well-being

The well-being of the children at nursery is paramount, we strive to deliver the highest quality care. We promote a warm welcoming atmosphere in which children can feel secure, build self-esteem, independence and confidence in a nurturing environment. Our settling in policy allows parents to come for short visits with their child in order to familiarise them with the environment, staff, children and routine before building up to a full session. We use the settling sessions to build strong relationships with parents and children and gather as much information as we can to ensure the care we provide to the children is of the best quality. Children will form a bond with particular members of staff which then become the child's key worker. The keyworker is responsible for caring for them and meeting their needs and to plan for their key group daily to ensure all areas of development are challenged. Key workers in the under 2's rooms are placed with children that form attachment or bond to them in the first few weeks of nursery. In the over 2's room they are placed with groups of children of the same age and/or ability and with the member of staff they form a strong bond with. It is the key workers role to help the children reach their full potential through play and feel valued and secure in the nursery environment, this in turn will ensure they have a very happy time with us and help them build good relationships with children and adults.

Children are given every opportunity to develop independence at nursery. Suitable equipment is provided in the baby room to aid walking, spacious carpet area so as children have room to learn to roll and crawl. Low level hand rails are fitted on the short flight of steps to enable the children to take themselves to the toilet safely and confidently and use the child friendly toilets and sink to develop personal hygiene. Pegs are at the children's level so as they are able to identify their own name tag and put their coat and bag away. We have a labelled drinks tray so as children can bring their own drinks bottle from home and put in the tray so as they can help themselves throughout the day. Toy boxes are labelled with pictures so children are able to make their own choices about play. Children are encouraged to feed themselves and progress when ready from spoon to knife and fork with support. We try to give children opportunities to make their own choices in all aspects of their nursery day.

Children at Teeny Tots are cared for to their individual needs at a high standard. Children are listened to and given choices, they lead their play and qualified staff are there at every step to encourage good values, manners and independence.

Children's art work is displayed on the walls and ceilings at nursery giving children pride in their work building positive self-esteem. Parents can view and talk to their children about their artwork at any time.

Lots of praise for positive behaviour is given to the children and reward charts when children are potty training or settling. Communication between children and staff is positive and encouraging and always at the child's level. Staff communicate with parents every day so as they are fully aware of the child's needs that day and can manage any change of behaviour accordingly. We have a written policy on behaviour which all staff follow to ensure consistency and developmentally appropriate management of behaviour.

We promote healthy lifestyles at nursery with regular exercise sessions (morning and afternoon), walks to the park and lots of outdoor play. We provide healthy home cooked food to the children everyday ensuring they have a well-balanced diet with lots of fresh fruit and vegetables. Children are offered breakfast in the morning, cooked meals at lunch and tea with snacks in between. Water and milk are offered with meals and water available to the children throughout the day. We cater for children with religious, cultural and dietary requirements. Meal times form part of our social development at nursery and children use appropriately sized table and chairs to eat meals. Staff sit with the children and eat with them during snack times to encourage positive eating habits, socialisation and good table manners.

Care and development

New Parents and children are encouraged to visit Teeny Tots before booking a place to firstly ensure they are pleased with the environment and the service we offer. Parents are asked about their child's needs and preferences to ensure the care we provide will meet their child's needs and be provided with the best possible care. When booking a place for their child parents are asked

to complete a contract with information about their child's doctor, vaccination records, days attending, dietary requirements, medical requirements and a general routine for their child. Staff will then discuss all information before the child starts to ensure they have all the information needed to care for the child in the best possible way.

We organise our day at Teeny Tots based on two main factors-the children attending and the weather conditions. We try to be child led as much as possible and use the outdoor space as much as we can. Our day always starts with free play to allow the children to settle in and socialise. We have exercise sessions to start the children's day and a balanced menu to encourage the children to try and enjoy a healthy home cooked diet which incorporates lots of fruit and vegetables. Children are given opportunities to take part in cooking activities once or twice a week and prepare something of the menu to eat that day.

Key workers plan to a theme/topic which is covered over two months. Children are involved in the planning process through discussion, circle time, photos and observation from previous activities. Key workers plan throughout the week to cover all 7 areas of learning to ensure children are offered a wide variety of resources and play/learning opportunities. Key workers observe children regularly and carry out assessments on the seven areas of learning which form a development folder on each child along with art work and photos throughout their time at nursery.

All toys and equipment are at the children's level and boxes labelled with pictures to identify what's in each box. Children are given choices about their play and lead their day on their choices.

We use basic Welsh daily throughout the nursery, Welsh words are displayed on boards in rooms and white board in reception. The Over 2's cover more Welsh during their Key Worker session in the mornings discussing colours, numbers, animals, days of weeks and months. We encourage manners in Welsh and greet children at the door in Welsh as well as English. All staff have been signed up to start a basic 10 week Welsh course in the new year.

Childcare offer for Wales

We have been registered to offer this service to parents since April 2019. The Childcare offer for Wales gives parents 20 hours funded childcare during term time and 30 hours during holiday time. The addition of this service has helped so many of our parents at nursery and is a hugely valuable service to offer. We have noticed the increase in 3 year old spaces at our setting which meant making the addition of the 3 year room. We will continue to offer this funding to both children already using our service and new parents/children.

Leadership and management

Staffing

As well as myself in the role of Manager/Registered Person I currently employ seven full time members of staff and three part time members of staff. Eight members of staff are qualified to level 3, one level 2 but working towards her level 3 and one unqualified but very experienced. Also, myself (Kristina) and Victoria (Deputy Manager/Person in Charge) have recently completed our NVQ level 5 in childcare and management. I (Kristina) work on a super numery basis and Victoria when I am absent.

All staff have an induction before their first day of employment, this enables them to become familiar with the workplace, health & safety issues, fire procedure along with all of our policies and procedures. They are also briefed on record keeping, child protection and confidentiality.

All staff have certificates in First aid, Food Hygiene and Child protection. Various other training courses have been attended by staff and I am pleased to report that staff are keen and enthusiastic to attend courses and training even in their own time.

We have formal supervisions with our staff quarterly with general feedback from both staff and supervisor. This gives both parties a chance to address any problems before they arise and also staff may receive any support/guidance they may require. The information gathered from these sessions form the basis of their formal yearly Staff appraisals.

We employ a cook who liaises with us and the staff about menu and nutrition and holds a current food hygiene certificate and an allergy awareness certificate

Students from colleges and schools are welcome at Teeny Tots although we do limit it to two at any time; this ensures that we can provide adequate time to provide them with a good quality experience to take away with them.

We asked staff to complete a questionnaire and some of their comments about their experience of working in Teeny Tots are: -

“I’m happy the way Teeny Tots is run “

“I really enjoy working for Kristina! All the girls work well and I am happy as part of the team”

“Very happy within the nursery and love working with such a fab team”

“I feel I’m supported and appreciated in my setting. I love my job”

Policies and Procedures

Our policies and Procedure documents are available to parents on our website (www.teenytotsbrecon.co.uk) and at reception where they are kept in a clearly marked folder. Staff have access to them in a folder in the staff room and are asked to study and comment on one document at each staff meeting; this gives us all a chance to discuss whether we feel the document is working within the nursery, our obligations as set out in the document and a chance to update them. Each document is reviewed at least annually or before if necessary, all policies and procedures are signed and dated at review.

Health & Safety

We remove, repair or recycle all damaged toys and equipment immediately. All appliances are serviced and checked annually or when necessary.

The nursery has risk assessments in place for all areas and activities in nursery, these are reviewed annually or before if necessary.

Staff are expected to take all reasonable steps to make sure Health and safety policy and procedures are followed and a risk assessment is carried out each morning before nursery begins.

All accidents/incidents at nursery are recorded on a form and parents are informed on pick up, parents are asked to sign the form and then they are filed and stored securely at nursery.

Fire drills are carried out quarterly and when new staff/students join Teeny Tots. The fire drills are recorded and stored at nursery. Children are involved in the process and we feel this is an important activity for the children to carry out. We discuss the fire drill at circle time once we are all back in the building so as the children understand the purpose and the safety points if there was a real fire. Circle time gives the children time to ask questions.

Working in partnership with parents

We have a working in partnership with parent's policy which we take very seriously. We ask parents to talk to us about their child as well as to expect information about their child from nursery. This has proved invaluable in dealing with problems, illness and of course children's achievements it has given staff an insight into the bigger picture of the children's family life and personality, which has contributed to excellent relationships between staff, children and parents.

Parents are asked to enter their child's time of arrival and departure and sign on the register each session, this encourages parents to spend a few minutes to settle their child into nursery and share any information necessary for that day with staff. We use a communication system (babysdays) which enables parents to download the app onto their phone to view information about their child's day e.g. sleep, nappies, food, activities etc.

We also share information with parents in the form of email, letters, notices displayed on entrance doors and a whiteboard in reception that provides information about the menu each day and any important issues such as illness at nursery or topics and fundraising. We send out a newsletter via email to

parents every other month which provides information about what we have been up to at nursery and upcoming events. Staff always provide a summary of the child's day verbally when the child is collected.

We have a Facebook page for parents to view photographs of their children at nursery. This is updated at least weekly with photos and information.

We also display photos on boards in each room so as parents can see what activities their children have carried out during their day at nursery.

Summary of parent/staff and children's Questionnaire

Over all we were pleased to see that most parents, even those who made requests were very pleased with the nursery and the service we provide for them and their children.

We received 30 completed parent questionnaires out of a possible 62 which overall displayed very good feedback about the quality of their and their children's experience at nursery.

A few of the comments received,

"We are so happy with everything and think Teeny Tots excel in their communication especially for working parents as we don't get to do pick up and drop off much!"

"Friendly staff who are knowledgeable and the children love them. Do lots of activities to aid learning, fantastic start for children"

"I am always met with a smiley face and warm welcome as is my son. It is just all round a great nursery with great staff and opportunities"

"Super warm and welcoming"

"Very friendly, range of activities available, stimulating environment. Staff are great at comforting my child"

"We love the staff, think they are very friendly. Staff have been very supportive with potty training!"

“Teeny Tots is in a great location to start. The staff are all incredibly friendly and it helps us to be comfortable knowing our little girl is in good hands with people who genuinely care”

“The staff are always so welcoming and friendly, addressing my daughter by her name as soon as she arrives. They involve her in lots of fun activities, learning and crafts”

“The staff and the overall feel – excellent”

“Staff are approachable and happy to answer questions”

“All the staff are amazing!”

We also received a few suggestions,

“I’d like to know more about what she does in the day, what activities they do, more photos if possible”

“We think the app could be used a bit better-looks as if there are lots of features you don’t use”

“A parents evening to keep parents up to date on what their children have done e.g six monthly”

We have taken these comments on board and informed parents how we aim to respond and meet these suggestions.

We discussed all suggestions during a staff meeting and thought about how we could ensure they are put into practice.

Although we currently use the comments section of the app to inform parents of the activities their child most enjoyed during the day, we do not make a list of all the activities. We thought a list of activities carried out during the day on our white board in each room would be a good way to inform parents of all activities the children have carried out and of course our planning is available on the planning wall for parents to view at any time along with photos.

We will be using more features on the app during 2020 so as contracts, forms, observations etc can all be viewed via the app.

Parents evening is a lovely suggestion but we feel this may be a little too formal for a nursery setting. We are currently looking at having an open evening (six monthly) where parents can come in and take their time to look

around the room at their children's art work, photos and planning and look through their development folders. If parents have any questions or concerns, they want to discuss with their child's keyworker they are very welcome to have a chat during this time. We do have an open-door policy so parents are always able to come and talk to their child's key worker or book an appointment if they have any concerns.

We hope that these small changes will meet the suggestions made and improve further our working in partnership with parents.

Children have been asked what their favourite things are about nursery and their comments are taken into consideration in monthly planning and daily activities. As we try to let the children lead the day these preferences are put into use daily and are continually changing and monitored through observations, circle time and photographs.

We asked a group of three year olds about what they like to do at nursery, their favourite food and favourite toys. Here are some of the comments received,

What we like doing at nursery?	Our favourite food?	Our favourite toys?
Painting Playing outside Making scarecrows Colouring cooking	Pasta Toast Jacket potatoes and beans Soup Cheese cake Cucumber/carrots/tomatoes Breadsticks Salsa Pitta bread Crackers Pizza Quiche Pasta and meatballs	Links Tractors Sand Bricks Puzzles

We have a website www.teenytotsbrecon.com which is well used by parent's and prospective parents.

Summary

Teeny Tots will aim to continue to provide high standards of care and professionalism within the nursery. It is our priority to provide an excellent nursery for children to enjoy their time, feel valued, nurtured and stimulated. Our staff contribute a huge amount of hard work and commitment to both the ethos and values that are so important to our nursery.

Improvements in 2019

During 2019 we worked alongside our operational plan and Quality of care report making improvements to the nursery throughout the year, listed below are those improvements we made,

- Painted main rooms in nursery
- Revamped patio area by laying artificial grass, adding chalk boards and a water wall.
- Tidied grassed garden area by purchasing storage, adding a mud kitchen and mirrors
- Fundraised to purchase ipads for nursery to use for a parent/nursery communication programme (Babysdays)
- Both Registered Person (Kristina) and Person in Charge (Vicky) have completed Level 5 in Children's Care, Learning and Development.
- A member of staff currently qualified to level 2 is now completing her Level 3 qualification and will be qualified towards the end of next year.
- All staff have completed Prevent duty and radicalisation training
- We registered to offer the 20 hours Childcare Offer for Wales

Teeny Tots Action Plan 2020

Date	What needs developing	How we will do this?	Who will complete this?	By when?
December 2019	Painting	Painting was completed in the main play rooms in 2019 so this year we hope to freshen up the kitchen, toilets and reception with a lick of paint!	Kristina	November 2020
December 2019	Garden	<p>We revamped the patio area in 2019 which we are really pleased with. We have made a start on the over 2's grassed area with a mud kitchen and some mirrors but we would like to extend the mirror area to make a sensory area for the children. We would like to add sensory plants to smell, hear and feel and add a music wall to this space to finish it off. We would also like to add a birdwatching area for the over 2's.</p> <p>In the under 2's garden we have added mirrors to the fence and windmills but would like to add an outdoor kitchen and an activity wall to the fence with different fixtures and fittings.</p>	This will be completed by an employed handyperson.	August 2020
December 2019	Recycling/looking after our planet	We would like to introduce recycling	All staff	December 2020

		<p>packaging and food waste at nursery as part of the children's day. Children will learn the importance of recycling packaging and food where it goes and what it is used for. At some point next year this will be one of our topics.</p>		
December 2019	Replacing resources	<p>We would like to start sorting through our toys and equipment and start replacing with natural resources supporting children's imagination no end! This will be a lengthy process throughout the nursery but aim to be somewhere near complete by the end of the year. This will involve supplying children with everyday equipment we use at home to use in their play to extend their imagination.</p>	All staff	December 2020
December 2019	Professional development	<p>Staff will be encouraged to develop professionally through local Powys funded training days where we can cover staff and through NDNA online courses. During every staff meeting I (Kristina) will inform staff of training available and</p>	All Staff	December 2020

		encourage staff to complete the training.		
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Date reviewed: 03/12/2019

Reviewed by: K. Jones

Date of next review: 03/12/2020