

Chuckles Nursery

Parent Quality of Care Review

August 2020-August 2021

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Key RI – Registered Person – Nursery Owner – Lisa Owen PIC – Person In Charge – Nursery Manager – Amy Baugh

The purpose of this report is to provide information to parents and users of Chuckles Nursery on how we have performed and improved over the past year. At Chuckles we aim to provide parents with childcare that is of a high quality and makes children feel safe and secure and we believe this can only be achieved by continually reviewing what we do and taking onboard feedback from parents, children, team members and other professionals. We have a committed and enthusiastic team who are able to review and adapt both their own practices and the nursery policies and procedures to ensure that we are always striving to deliver not just the minimum standards but also provide areas of best practice.

Our Mission Statement

Create activities and experiences to enhance and enrich the lives of the children and families in our care and around us.

Vision

To be remembered for making every day an adventure

Chuckles Nursery opened its doors on the 8th November 1999, we were initially registered for just 26 children but over the years we have grown our Chuckles family, and this year we increased our numbers to allow 70. Although we have got bigger, we still keep group numbers small to ensure the quality of care that we built our reputation on, remains.

A review of the year

We came out of Summer 2020 determined to make Chuckles as “Normal” as possible for the children again. With all team members back by the end of the summer we went into the new term feeling positive, and although we faced some challenges along the way our team has once again shown their strength and resilience and we were able to face challenges and continue to thrive and improve. We also recognise that we certainly would not have got through the past year without the support of you our parents, the words of kindness during our most difficult times were overwhelming and provided some much-needed comfort and support.

September 2020 saw us begin to use our new extension for the first time. We had increased our current numbers to 70 but made the decision to cap our current numbers at 53 to make it easier to set bubbles in their own rooms. The pre-school group were able to split into three “bubbles” each with their own allocated area and resources. Our older toddlers had their own 2 bubbles in the upstairs areas and our babies and younger toddlers used the other half of the building. This meant that the children could move freely in their own areas and were not limited in the space and resources they could use. Emma had met with our Link teacher Sarah Mayo over the summer, and she had been very pleased with the plans we had in place and what we had managed to achieve over the summer term as well as the work they had done on the new areas.

Due to the increased number of COVID-19 cases we made the decision in September that team members would be required to wear face visors or masks with clear inserts when answering the door. We made this decision as compared to the first lockdown were now dealing with a significantly higher number of parents who themselves were now mixing with multiple people both at home and in their workplace and we wanted to ensure that our team and the children in the nursery were kept safe. Team members were also required to keep a safe 2-meter distance from parents.

In October 20 we said a big Congratulations to everyone at Chuckles Nursery, as we had been awarded a 'Top 20 Recommended Nursery 2020' Award for the 4th year running! Then in August 21 we were also awarded a 2021 Most recommended award – which then made this our 5th year in a row. For those of you that have been with us for a while, you will know how proud we are of this award. This award is based on parent feedback and each year the reviews build and build, so for this we'd like to say a BIG thank you to you all.

As part of our Team training programme we purchased a set of online workshops from U Beat skills which showed our team how to deliver music session – this is an area that they are previously struggled with and being able to have the session being played on the tablet whilst doing the sessions really helped them to develop skills needed to then teach the children.

This month we also received a small grant, as are involved in the Healthy Pre-school Award. This allowed us to purchase wet weather clothing for the whole team, which meant team members are kept warm and dry during the winter months and we could continue to spend longer outdoors even in the wet weather.

After a slight delay we took delivery of our new outdoor classrooms in November 20 which had been purchased using our PDG Grants. We spent the remainder of this grant on resources to create grab and go kits that could be used by each pre-school bubble and contained resources to develop maths and language skills outdoors. We also purchased additional resources such as puzzles and construction toys for our toddler to carry out small group activities in the outdoor classrooms. Both our pre-school and toddler staff and children embraced this new outdoor routine and spent almost all of their sessions outdoors exploring and carrying out activities.

In November 20, as part of our Children In Need plans, we held “a people who help us” dressing up day and had a collection for the local foodbank. The generosity of everyone meant we were able to take down 8 large bags of food and received a card from them shortly after thanking us for our donation.

November 20 also saw us get involved in a new transition project as part of a Save The Children project being run in Bettws. We met with the local schools as well as representatives from organisations such as GAVO, Flying Start, and the Local Authority to discuss what we could do to improve transition arrangements for children going from nursery to reception. This kickstarted a project between ourselves and Monnow primary school which ran through the spring and summer term. Our pre-school children and their parents had regular visits to Monnow school’s forest school area to take part in activities and meet other children and parents before they transition over in September. The feedback we received was very positive and this is now a project that we are looking to continue in future.

In December 20 we were determined to embrace our Christmas plans with as much enthusiasm as we have done in previous years. The team did a fantastic job spending one of their Saturdays turning the nursery into a Christmas wonderland complete with an Elf themed entrance way, Santa’s grotto, and a magical journey on the polar express. The children’s faces lit up as they arrived at nursery on Monday morning and the parents were just as impressed! “Every year you literally still surprise me with how much effort you all go to at this time of year! *****’s face lit up this morning and it was so nice to see, you are all amazing and I’m so glad ***** is part of the chuckles family 🥰❤️” “Amazing, awesome work elf’s 🙌🌲 ***** loved seeing the lights this morning ❤️ I felt like I needed to blast an Xmas song as I drove away this morning 🎅🎵”

We celebrated Elf Day by turning into ourselves into Santa’s helpers for the day and two new additions joined the team – Cookie and Sparkle the elves who had travelled all the way from the north pole to help us with all our very important Christmas jobs and also to make sure we were all being good for Santa 😊 We all wore our Christmas jumpers to raise awareness for Save the Children and we enjoyed a delicious Christmas dinner prepared by our cooks Claire and Lisa. Unfortunately, we had to put our traditional Christmas party plans on hold this year, but we still had lots of fun playing games and doing Christmas themed activities throughout the month.

This month we were also nominated by one of our parents to enter for a chance to win a free French language session for our children and we won!! So, our pre-school children got to enjoy a Christmas themed session delivered by Natasha from Kid's Lingo, the children as always fully embraced this new experience and were talking French before we knew it!

As we approached Christmas we consulted with you, our parents about the possibility of closing between Christmas and New Year as COVID-19 cases had been steadily rising. We had lots of emails in support of this decision and parents praised us on our pro-active response at this uncertain time so with parents behind us we closed our doors on Christmas Eve for the Christmas break for the 1st time in our 22-year history.

In January 21 we went into the new year as cautiously as we could but despite our best efforts after managing to keep our doors open for the past 10 months COVID finally got the better of us and we had to have a two-week closure due to several of our team members catching COVID-19. During our closure we kept in regular contact with our parents and were overwhelmed with the kind's words of support we received. Our pre-school team members put together a list of activities for parents to do at home with their children so that they could continue with their learning whilst was very well received by our parents.

February 21, we re-opened the nursery with a number of new procedures in place, masks would now be worn by all team members when moving around the building and all social distancing signs were updated, parents were also asked to be extra vigilant to signs that their children could have COVID but not be presenting with the normal symptoms. We decided to keep the use of the side gate for preschool to enter via as it was actually much easier.

We also introduced our parents to a new Family app which replaced our daily diaries. It allows parents to access all information via their phone, tablet or laptop such as what their child has eaten, how they've slept and also photos and comments to show them how their day has been. Parents can also use it to tell us something we need to know i.e. Sam didn't sleep well last night, he maybe a little more tired than usual. They can notify us that their children won't be in and send messages direct to the team responsible for their child. The app has allowed us to build team: parent relationships which have been disrupted since Covid now that they are not allowed in to chat at the end of the day and has also given team members more time to complete other jobs as it is an easier process to complete than the diaries.

We received a delivery of Lateral flow tests during February half term and team members started testing themselves twice weekly.

In March 21 we had some positive changes to our team, Emma was promoted to deputy manager and Jessica was given the team leader role for our under 2's. Emma started here 10 years ago on an Apprentice scheme as did Amy (our Manager) in fact, many moons ago. So Teamwork does help the dreamwork.

We also had some big changes in our outdoor areas with artificial grass being laid on our bike track area, meaning that our smaller children would now have a much bigger area to be able to crawl/move around and could use the garden in all weathers. Our team then got busy setting up activities and resources boxes for our younger children to take part in outdoors.

The team became social media stars for Red Nose Day with our very own version of the Jerusalema dance craze. After a few weeks of practising in their groups, it was time to take to the main stage (well outside in the car park). Although, the children did wonder what was happening when the music started, they were off. They held it together for round one, but a huge clap for the freestyling that went on after.

In April 21 with COVID-19 cases now at a low level and the children now spending more time outdoors we made the decision to increase the size of our pre-school bubbles to 16 so that our school leavers would have the chance to spend time with all their friends again before leaving us in the summer. We held our first virtual parent meetings this month and it was very successful with all parents attending their meetings. Feedback forms completed following the meetings found that parents found this way of meeting more convenient and easier to arrange around their work. We have now decided that we will continue to do this for future meetings.

Jodie from our toddler team attended Little Magic Train training this month which is a programme that promotes language and physical development through creative movement and then went on to deliver workshops each month with the trainer supporting them via zoom. The children fully embraced the workshops and this has now become a regular part of their routine.

In May 21 our patio area got a re-vamp with a new larger cover being built to make the area weatherproof which allowed the pre-school team to set up more fixed resources in this area. A new sand and water area, small world area and story area was designed, and additional tables added to allow for a wider range of activities to take place. As the summer term progressed the team then moved onto our garden areas> This has been slow as we had to dig away a few soakaway areas for the rain water. We consulted with our Foundation Phase Advisor and made some great plans to bring this area into its own. A new music area was placed under the willows and a vegetable plot was dug out. The den was turned into an investigation area for the children to explore the garden areas from.

In June 21 Jess completed Hannan training which allowed her to look closely at the language development for our under 2's, following the training she fed this back to her team and they then all worked together to make changes to our toddler areas. They updated the language boards in this area and looked at the layout of the rooms. Changes were also made to give children more opportunities to use language independently and to increase the range of language used. The trainer contacted Jess following the course and was so impressed with the language videos she had made she asked if we could gain permission for them to be used as part of the training programme– our parent agreed and they are now being used to show other practitioners examples of good practice.

In July 21 we held our annual graduation ad leavers party which this year had a tropical theme! As parents still could not attend the graduation, we once again recorded it and then shared it onto our Facebook page so that it could then be shared with their family and friends. We also gave parents who were not able to access it through Facebook copies on USB sticks, and as you can see the feedback we received shows what a good job our pre-school team did! "Fantastic!!!! I'm all emotional now....Girls, you are all amazing. Thank you for doing this!!!1 ❤️ ❤️ ❤️ ❤️ ❤️" This is amazing ! Thank you so much Chuckles! Well done to all involved ! X ❤️ "Lovely to have access to this. Xx"

Over the summer we used the opportunity whilst the nursery was a little quieter to re-decorate all of the nursery rooms each rooms got a fresh lick of paint and new displays boards as well as a little bit of a move around ready for the new term.

Staff Changes and Training

In December we welcomed Amy S and Hannah A back from maternity leave and in January we said goodbye to Earon our administrator who decided to take a position working from home. In February we welcomed Olivia and Rosie to team Chuckles and waved goodbye to Kate who had taken a position closer to her home as she had to get two buses to get to and from work each day. Rosie had previously completed her placement with us whilst in college in our baby areas but decided this time she would like to work with our older children in pre-school. In April Joanne, Kathy and Emma joined us as new apprentices and we then said goodbye to our cook Claire in August 21 as she decided it was time for her to retire and enjoy some well-earned rest.

We continue to see having a well-trained team as a priority for providing good consistent care and education and provide team members with opportunities to train, network and attend events throughout the year. Three of the team have completed their Level 3 qualification in Children's Care Learning and Development and one their Level 5. The whole team has continued to complete mandatory requirements for Safeguarding Level 1, Paediatric First Aid and Basic Food Hygiene and team members have also completed additional training in Infection Control, Manual Handling, Fire Safety and Health & Safety. The management team are also trained in HSE Emergency First Aid at Work (EFAAW), Level 3 in Supervising Food Safety and Level 2 and 3 qualifications in Safeguarding. All the team receive regular supervision and appraisals were completed in July.

Team members have also continued to attend training courses to implement new ideas and practices within the Nursery some of the additional CPD course completed this year are:

- Sign Language
- Healthy Eating
- Positive Behaviour Management
- ALN training modules for new ALN act
- New curriculum for Wales

- ITERS
- Block play

Examples of good practices that have been implemented within the nursery as a result of training, include developing a new healthy eating policy, putting in place a new sign language programme which is being used by all groups. Embedding yoga and creative movement into all groups routines and developing new areas within our pre-school room to give the children opportunities to use more loose parts and carry out investigations, we have also continued to adapt our pre-school planning to incorporate elements from the new curriculum that is due to be implemented.

New equipment/resources purchased.

- Two new sheds to be used as outdoor classrooms
- Wet weather clothing for all staff members and children
- New role play kitchen for our older toddlers
- March – New flooring in baby room,
- May - New patio cover

A Sports package was purchased from P.L.A.Y Active and we managed to continue with all sessions in the nursery even throughout both lockdowns with P.L.A.Y providing support via video call when they were unable to attend the settings.

Keen to keep up with the success of previous parental engagement initiatives we put purchased items and put together packs for all funded children and gave them out the day before Autumn half term and then the day before the spring half term. The Autumn pack had activity ideas such as leaf printing, nature hunts, building hedgehog homes, leaf sorting and making Autumn themed investigation boxes. We then included items to support this such as a book to make observational drawing and leaf rubbings, junk modelling materials, pencils, materials to make Autumn scented playdough and some Autumn loose parts (i.e., Cones, leaves, conkers) to start a box. We then included some of these activities on our weekly plans for the 2nd part of the Autumn term.

The spring pack had magnifying glasses, cards showing different things they could hunt for in their garden e.g., things that are green, things that fly etc. We also included a plant pot, seeds, and soil so that they could start growing their own flowers at home.

We had very good feedback from parents about the packs and the children would come in and tell us about what they had been doing. It also helped to support the learning in nursery as we were able to have discussions on what they had done at home and then extend the learning here. For example, one of the children brought in the hedgehog home she had made at home for us to see and this then sparked a discussion with the other children about where hedgehogs would live in our garden and how we could care for them.

Consultation with our children

We have continued to use a number of different methods to gain feedback from our children this year and throughout the day team members ensure there are plenty of opportunities for all children to make choices and decisions about things that affect them such as the types of activities they would like to do, snacks and routines.

Methods used:

- Nursery rules are discussed and then devised by the children so all children understand what they are
- Children actively involved in making decisions on equipment to be purchased
- Observations carried out daily help us to identify the types of activities and resources the children are enjoying and then make changes if needed so that the children remain engaged
- Children have an input in changing menus e.g. children are asked for their ideas on what to include in new menus with most children able to come up with meal ideas and staff observe what different foods the children were or were not eating and menus are changed as a result of this.
- Our pre-school complete a “Our day, our way” diary to record daily feedback from the children about their day i.e. what they liked/disliked, favourite areas/resources etc, action points were added and implemented based on what the children said.
- Team members ensure any planned activities and experiences throughout the week follow the children’s interests and build on knowledge they have learnt in previous weeks and children’s feedback is used in observations and evaluations of activities/topics and resources
- Using happy and sad faces at circle time to let us know how they are feeling
- In the baby room they carry out observations of how the children are and play using the ITERS tool and this gives us feedback to what they like and don’t like

This year we also looked at how we do our children’s questionnaires and changed the format to ask more open-ended questions which allowed us to better evaluate the impact of changes we had put in place.

Parent Consultation

Each month we have a question of the month on our notice board and in the newsletter for parents to respond to via email – we are very grateful to parents who take the time to provide us with valuable feedback and positive or negative comments are always gratefully received as they ensure our practices and standards are continually improved and that praise can be given where deserved.

We also continued to communicate with parents via

- newsletters that go out each month and are published on our website
- the notice board at the entrance to the Nursery
- our website

- Nursery Facebook page (Chuckles Nursery Newport)

This year we also consulted with our parents regarding changes and updates to our COVID procedures.

Team Consultation

Comments and feedback from our team is very important to us, supervisions are carried out every term and team members can also request additional meetings if needed, during meeting team members can discuss what has been going well, any problems with their work load and also concerns about any of the children in their care, they also allow team to share with us their achievements and plans for improvement which could then be put into the nursery plans. All the management team are hands on and are approachable daily so the team and parents can exchange ideas/requests at any time. Appraisals are carried out in June and team members provide us with new ideas for training that they would like to take part in and evaluate their job roles.

Other Organizations Consultation

Our Chuckles Facebook page allows us to engage with the local community, we share information about community events through the page for parents to see. We have regular contact with the local community hub and let parents know of events they are putting on.

Professional questionnaires are given to visitors to the setting to enable them to give us feedback on our team and the nursery including how welcoming we are and also how good we are at taking on board advice and putting in place actions.

What we are currently working on implementing into the nursery....

- New outside kitchen area
- Team members completing Welsh training through Camau
- Implementing new induction to all team members in line with the Social Care Wales template which we re-wrote and expanded to fit with our service

How we graded ourselves

As part of the process of creating a Quality of Care Review we have to grade ourselves against the following areas:

Wellbeing; Care and Development; Environment and Leadership and Management. The grades are

Poor These are services where important areas for improvements outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being

Adequate These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements, but improvements are required to promote well-being and improve outcomes for children.

Good: These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.

Excellent: These are services with many strengths that are committed to ongoing improvement, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being.

We have graded ourselves Good in all areas.

Follow up on last year's areas to address – all completed

- Start the new induction programme with all members of the team.
- More training into how rooms are developed using different displays and activities.

O/S - Implement our own in-house Welsh training programme so all members of the team speak more Welsh – this is being addressed as part of Camau training team is currently attending

Plans for next year

- Continue to build on success of this year's transition project – approach other local schools to be involved.
- Build an additional outdoor covered area on bike track
- Re-name some of our new areas getting the input from the children