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Background

Park Road Nursery is a privately owned Playgroup registered by the local authority under The Children Act 1989. A member of the Wales Pre-School Playgroup Association, Park Road Nursery provides sessional care five mornings per week 9am – 12 mid-day, during term time, with a maximum of 28 places for boys and girls, aged between two and a half and five years. The Nursery works to an adult/child ratio of 1:6. The Nursery also welcomes boys and girls with Special Education Needs.

There is five staff, of which the Manager has CACHE ADCE level 4 qualification, the Deputy and Nursery Assistant have CACHE Pre-school Playgroup level 3 qualification. Two SEN Helpers, one of which has a NNEB qualification and the other is a qualified senior physiotherapist with three children of her own.

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 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 Communications, 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.
Monitoring the Quality of Care

Park Road Nursery successfully secured the Wales PPA Quality Assured Playgroup Accreditation in 2004 and has been funded by the Children and Young People’s Partnership for the costs of renewal for September 2007. An action plan ensures that children and their parents benefit from a service that is effectively monitored.

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.

The Quality Assured accreditation aims to:

- Raise the standards of care and education offered to the children
- Raise the status of the group within the community
- Raise the morale of staff
- Provide assurance for parents of the standard of provision and practice
- Improve access to sources of public funding

What is covered by the scheme?

- Equal Opportunities
- Play Activities and Equipment
- Interaction between Adults and Children
- Planning and Daily routine
- Children and Adults with Special Needs
- Staffing Ratios and Working Patterns
- Staffing - Employment, Pay and Recruitment
- Adults – Training and Experience
- Parental Involvement
- Opening hours and Holidays
- Admissions and Attendance
- Insurance
- Catering arrangements
- Premises and Registration
- Contact with Relevant Agencies
To improve continuity and quality of care, each child is allocated to a specific member of staff, who will be referred to as their “Key Worker”. The Key Worker will be responsible for overseeing and monitoring the child’s play and learning experiences.

All staff meet every half-term to discuss ideas for continuous improvement of all services provided and progress on previous actions. Records of these meetings are to be retained on the quality file.

The Nursery Manager discusses with parents their satisfaction with the service provided and records any ideas or suggestions for improvement. An “Ideas and Suggestions” box is available at the Nursery entrance at all times of operation for the benefit of parents, carers and visitors to record their observations. This is reviewed on a weekly basis by the Nursery Manager to ensure that appropriate actions are taken.

An annual survey of all parents is undertaken by post as part of the continuous improvement process. The advice and recommendations of the CSSIW is also important in improving and developing the services provided by the Nursery.

In particular, the annual formal Inspection forms a key part of the quality management process as it provides the opportunity for an objective external view on the effectiveness of the Nursery quality management and how it can further improve the quality of the play experienced by the children.
Parents Satisfaction Survey

In line with the recommendations of National Minimum Standards for sessional care issued by the Care and Social Services Inspectorate for Wales, Park Road Nursery issues a satisfaction survey to all parents in January of each year. In the 2008 survey the questionnaire was sent to 39 parents and achieved a response rate of 51%, which is considered a good return and representative of a significant sample of parent’s views. The results were as follows:

**Q1. How would you best describe your general level of satisfaction with our services?**

The results were Excellent - 70% and Very Good - 30%. No parents scored the Nursery less than very good. The general level of satisfaction is very important to a private Nursery as we depend on personal recommendation.

**Q2. How would you best describe how happy your child is with Nursery?**

The results were Very Happy - 85% and Reasonable – 15%. No parents scored the Nursery less than reasonable. It is to be expected that a small number of children would be scored less than very happy but the fact that most have scores very happy is consistent with the observations of staff.

**Q3. How would you best describe your child’s progress at Nursery?**

The results were Excellent – 50% and Very Good – 50%. No parents scored the Nursery less than very good. There is a wide variation in the rate of progress between individual children which needs to be taken into account but it is planned to improve the information provided to parents about their child’s progress and put this in context as far as possible.

**Q4. How would you best describe your level of satisfaction with our activities?**

The result was Excellent – 65% and Very Good – 35%. No parents scored the Nursery less than very good. The Nursery has an extensive range of themed activities which are ‘rotated’, as well as regular learning and play activities that form part of the children’s daily routine.

**Q5. How would you best describe your level of satisfaction with our Staff?**

The result was Excellent – 90% and Very Good – 10%. No parents scored the Nursery less than very good. This is an endorsement of the quality of staff at the Nursery and has set a high target to maintain!

**Q6. How would you best describe the standards of our toys and equipment?**

The result was Excellent – 45% and Very Good – 55%. No parents scored the Nursery less than very good. The toys are checked daily for safety and replaced as
soon as they become broken or damaged. The Nursery has recently invested in a wider range of interactive ‘electronic’ toys.

Q7. How useful is the information we provide about the Nursery?

The result was Excellent – 65% and Very Good – 35%. No parents scored the Nursery less than very good. The Nursery provides a newsletter every half term which is popular with the parents.

The questionnaire also has space for parents to offer suggestions or ideas about how the Nursery can improve. Suggestions this year included requests for better facilities for outdoor play but most parents choose to raise ideas directly with the Nursery Manager. (A comments and suggestions box is put out at the Nursery every day but is never used by the parents.)
Child Satisfaciton Survey

Child satisfaction is usually assessed every day through observing play and listening to their ideas. In April, the nursery staff asked a total of 17 children their views on how happy they were at nursery, why they like to come, what they like playing with and their views on staff. The results were as follows:

Q1. Do you enjoy Nursery?
The result was that 100% said yes, which is consistent with staff observation.

Q2. What is the best thing you like about coming to nursery?
The results were very much influenced by the toys that were out at the time of the survey but generally they liked seeing their friends and play. (It is interesting to see the importance of the social side of Nursery to children)

Q3. What is your favourite toy you like to play with?
The most popular toys were the climbing frame and slide, Lego and the camping role play, play dough and water.

Q4. What is your favourite time of the morning?
58% said song and story time with the rest divided between snack time and register time - which is when the Nursery Manager talks to the children.

Q5. Do the teachers help you to have a fun time at nursery?
100% said yes.

From this initial survey it is clear that the children enjoyed participating and even the youngest had views about the quality of their experience. It is therefore planned to develop the questions and include a formal survey of children in the overall quality monitoring process.
Staff Satisfaction

Staff satisfaction is assessed at regular staff meetings and annually as part of the staff appraisal process. The results of the last staff satisfaction survey were that all staff confirmed that they are completely satisfied and have every opportunity to contribute to the development of the Nursery.

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 is prepared to undertake study towards a recognised qualification in child care.

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.

Ongoing performance is reviewed at annual staff appraisals, which provide an opportunity for the Nursery Manager to agree any further training, or development needs with individual members of staff.
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:

<table>
<thead>
<tr>
<th>Action</th>
<th>Target Date</th>
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<tbody>
<tr>
<td>Staff Meeting – Review making provision for the Foundation Phase and</td>
<td>May 2008</td>
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<tr>
<td>plan new activities.</td>
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<tr>
<td>Parents Newsletter</td>
<td>June 2008</td>
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<tr>
<td>CSSIW Inspection</td>
<td>July 2008</td>
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<td>Staff Meeting to discuss improving activities etc.</td>
<td>September 2008</td>
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<td>Parents Newsletter</td>
<td>September 2008</td>
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<tr>
<td>Staff Meeting to discuss improving activities etc.</td>
<td>October 2008</td>
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<tr>
<td>Parents Newsletter</td>
<td>November 2008</td>
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<tr>
<td>Staff Meeting to discuss improving activities etc.</td>
<td>December 2008</td>
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<tr>
<td>Parents Newsletter</td>
<td>January 2009</td>
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<tr>
<td>Annual survey of all parents</td>
<td>January 2009</td>
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<tr>
<td>Parents Newsletter</td>
<td>March 2009</td>
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<tr>
<td>Staff quality monitoring meeting and Staff satisfaction survey.</td>
<td>March 2009</td>
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<tr>
<td>Child satisfaction survey</td>
<td>March 2009</td>
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<tr>
<td>Review all Policies and Procedures</td>
<td>April 2009</td>
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