

Template for completing the quality of care review report

Under the Regulation and Inspection of Social Care (Wales) Act 2016

1) People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

What we do well and the evidence for it.

This section should consider a summary of arrangements in place including the methods used to involve people in their care and support and a summary of the views received from the people who use the service and their relatives or representatives. Use direct quotes as supporting evidence. Summary of how the rights of people who use the service are being met.

This report has been completed as a result of views gathered from questionnaires distributed to parents and children using the service during the academic year 2023/2024.

The questionnaires were distributed to parents during the second half of the Autumn term to ensure that they were familiar with the setting. Each questionnaire had a section specifically for the children attending the setting to complete. Parents were also given the opportunity of completing the forms anonymously.

During the Autumn term we had 20 children registered to attend, 20 questionnaires were handed out and 13 were returned.

Some responses from the child questionnaires were:

'Get to listen to music.'

'Playing in the kitchen with friends. Reading stories in the home corner.'

'Playing football and scoring goals against Mrs. Scott.'

'Playing with my friends and Mrs Scott tickling my feet with paint.'

'Singing and playing outside.'

'Reading books and making things.'

'Playing with the big blocks

Responses from the parent questionnaires were:

'My child absolutely loves Nursery Plus. He enjoys having his lunch with his friends and he has brilliant teachers!'

'My child loves his nursery and always has fun.'

'Extremely happy with Nursery Plus.'

Things we could do to make Nursery Plus better:

'It's good enough, I enjoy it!'

'Nursery Plus is great as it is.'

'Have some dogs.'

'My child couldn't think of anything.'

What areas do we need to improve or want to develop further?

This section should consider areas for improvement identified through analysis of engagement, feedback, monitoring, CIW or other regulator reports.

Look at the provision outside for sporting equipment; some children have mentioned that they would like to play football and other sporting games whilst outside.

What specific action do we need to take to make the improvements / developments successful and how will this be measured?

This section should include an action plan setting out the specific outcome-focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement.

Improvement – purchase of sporting equipment which will be suitable for the pupil's age.

Timescales – selected by end of spring term and ordered, purchased and delivered by beginning of Summer term.

Lead officer – Kevin Baugh

Performance indicators – more children playing and enjoying sporting games outside. More sporting equipment being used by the pupils

Summary

We have found that by listening to what the pupils want to do in their time in The Den then that keeps their involvement levels up. They have a sense that they are 'being listened to' and their needs addressed. Changing the delivery to a more practical based curriculum, focussed on what the pupils want to do has paid dividends to us. We have a much happier cohort with a big increase in numbers.

2) People are happy and supported to maintain their ongoing health, development and overall well-being. For children, this will also include intellectual, social and behavioural development.

What we do well and what is the evidence for it?

This section should consider a summary of arrangements in place including the methods used for collecting views and a summary of the views received from the people who use the service and professionals. Use direct quotes as supporting evidence. Summary of how people access health professionals and how the service supports people's independence.

The setting has very strong links with the school and any ALN needs are immediately identified to the school's ALN teacher and /or co-ordinator. We have had visits from outside agencies in order to assist with ALN issues that we or parents have identified. Our Behaviour Policy was revisited in January to remind staff of strategies for any behavioural issues. We have also worked closely with private nurseries to assist with the transition of pupils with needs from their setting to ours. As a part of the initial concerns programme that the school uses we regularly have meetings with parents to outline any small steps targets that pupils may have. Staff in The Den also use these targets as part of their work with the pupils.

What areas do we need to improve or want to develop further?

This section should consider areas for improvement identified through analysis of feedback, monitoring, CIW or other regulator reports, any identified non-compliance and outstanding actions.

Continuous staff training – Speech and Language training.

What specific action do we need to take to make the improvements / developments successful and how will this be measured?

This section should include an action plan setting out the specific outcome-focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement.

Specific actions – Staff to attend relevant courses and training which is not only applicable to the needs of the children but also to upskill the staff in any areas that we can.

Timescales – February 2024: Nursery teacher has made links with Speech and Language officer, she has visited the setting on several occasions and has given short term targets to help the children

Lead officer – Kevin Baugh to be assisted by Bev Scott.

Success Criteria – Staff have attended training linked to speech and language and have information disseminated by Nursery teacher.

Summary

Children are very happy in our setting and several parental and pupil questionnaires stated that they have only sent their children here due to the high level of care that they receive from Bev and Teresa. Our numbers have increased year on year thanks to the dedication of the team; they have a great rapport with the pupils and parents. The children receive support from our staff at all times but have also been utilising the MyHappyMind wellbeing programme that we use here in school. With this mindset they are taught to regulate their emotions and feeling through a fun way but parents are also encouraged to participate through the parent app. Communication between staff and parents continues to be strong via the SeeSaw app. This ensures that any issues that may arise during the day can be communicated to parents who are not here to pick their children up at the end of the session.

3) People feel safe and protected from abuse and neglect

What we do well and the evidence for it?

This section should consider a summary of arrangements in place; a summary of views of the people who use the service; numbers of referrals, etc. Use direct quotes as supporting evidence.

We have a robust and effective Safeguarding procedure in The Den. There have been no safeguarding referrals made over the past year. Both staff have attended Level 1 safeguarding training and remain vigilant at all times.

The Safeguarding Policy was updated in January. In the questionnaires that were sent out all parents felt that their children were safe here at The Den.

What areas do we need to improve or want to develop further?

This section should consider areas for improvement identified through analysis of feedback, monitoring, CIW or other regulator reports, and any identified non-compliance and outstanding actions.

Ensure that new Level 3 trained staff are DBS checked and have received safeguarding training.

What specific action do we need to take to make the improvements / developments successful and how will this be measured?

This section should include an action plan setting out the specific outcome-focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement.

Specific action – New staff to be placed onm safeguarding course and show completed certificate; new staff also have DBS in place before starting.

Timescales – February – March 2024.

Lead officer – Kevin Baugh

Success Criteria – new staff (Laura) has received relevant safeguarding training and has DBS in place.

Summary

We feel that all children are safe and cared for in The Den; as the vast majority of pupils also currently attend our school they are also part of the Health and Wellbeing curriculum that we deliver. The children have taken part in Safer Internet Day (February) and basic relationship lessons as part of the new curriculum. The staff know the procedure and who to report any safeguarding issues to, they attend training with other staff of the school and myself, the Registered Person, has also attended Level 2 safeguarding training as part of my job within the school (Headteacher). There is a very good link between the class teacher in the mornings and The Den staff as both staff work in the Nursery classroom in the morning. This enables them to have good, secure relationships with the children and their families.

4) People live in accommodation that best supports their well-being and achievement of their personal outcomes (for accommodation-based services only).

What we do well and the evidence for it?

This section should consider a summary of arrangements in place including access to the local community; how privacy, dignity and confidentiality is maintained; and a summary of views obtained on any changes to the environment. Use direct quotes as supporting evidence.

Examples of what could be considered here, include:

- *A summary of governance arrangements in place to support people who use the service to live in a safe and suitable environment?*
- *Effectiveness of any health and safety related work that has been undertaken/planned? How has this demonstrated improved outcomes for people who use the service?*
- *Views of people who use the service on how well the service maintains their privacy, dignity and confidentiality.*
- *Effectiveness of access to the local community and facilities relating to education, health, employment and leisure for people who use the service.*
- *Evidence of the extent to which the rights of people who use the service are being met, such as people are treated with dignity and respect, etc.*
- *Views of people who use the service on how well they are able to personalise their environment, and how well they are consulted on changes to the environment that impact on them. Provide examples as evidence.*
- *Effectiveness of staff to assist people who use the service to be independent, contribute to society and achieve their personal outcomes. This could also include data in relation to staffing levels, numbers of staff receiving related training; outcomes arising from evaluating the effectiveness of related training; supervision and/or appraisal outcomes.*

What areas do we need to improve or want to develop further?

This section should consider areas for improvement identified through analysis of feedback, monitoring, CIW or other regulator reports, and any identified non-compliance and outstanding actions.

Examples of what could be considered here, include:

- *Any areas for service improvement identified through analysis including building on what works well.*
- *More frequent access to the local community and its services.*

- *Improve outcomes for people who use the service through greater involvement in the changes to or maintenance/upkeep of the buildings, fixtures and facilities.*
- *Ways of improving staffing levels, related training provision or staff supervision.*
- *Build on existing staff experience and expertise, improving staffing levels, related training provision or staff supervision.*

What specific action do we need to take to make the improvements / developments successful and how will this be measured?

This section should include an action plan setting out the specific outcome-focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement.

Examples of what could be considered here, include:

- *Change the relevant quality standards to build on existing practice and drive service improvement, for example in relation to infrastructure and environment.*
- *More opportunities to access the local community.*
- *Use of strength-based approaches to improve communication with people who use the service to ensure outcomes are being met.*
- *Review and update relevant policies, procedures and practices.*

Summary

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