

## **QUALITY OF CARE REVIEW REPORT.**

### **TERESA JAMES- FORESTRY APPROACH SETTING- JUNE 2021**

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

The rights of the people who use our service are being met through the following- this includes children, parents and staff.

- Questionnaires to parents. See evidence in setting improvement plan.
- PCC observations at setting. See report in setting improvement plan.
- Children have a voice- Help with planning and menu choice, See setting improvement plan.
- Staff have a voice. Staff meeting, supervisories/appraisals.
- Training- T James and C James all fully trained and qualifications updated regularly.
- We operate an open and transparent culture. The team here (T James and C James) are fully valued. I want the parents and children to trust in us to deliver a high quality setting. Please review comments from the partnership in setting improvement plan on a staff meeting quiz.
- Assistant engagement is very important at Wyncliffe. Carwyn James plans the session, as he is a qualified teacher.
- We have an open door policy for parents and children.

#### **What areas do we need to improve or what to develop further?**

By collecting all the evidence above we have identified the following areas for development in the setting-

- Invoicing- a few parents comments about invoices- ACTIONED JAN 2019.
- Staff training/staff qualifications- Transition to play for Carwyn James
- Second questionnaires to go out in Sept 2021.
- More team meeting for the partnership.

## **WHAT SPECIFIC ACTION DO WE NEED TO TAKE TO MAKE THE IMPROVEMENTS SUCCESSFUL AND HOW WILL THIS BE MEASURED?**

- Continue with monthly action plans in place. Team planning
- This will be measured monthly, anything not completed will be added to the next month.

### **SUMMARY**

In summary, I have collected a lot of evidence to prove that our setting in its Third year is meeting the requirements and beyond required in places. Our setting improvement plan has lots of evidence to prove this. I feel confident that parents, children and assistants feel their voices are heard, that they have choice about their care and support, and there are opportunities available to them.

With all evidence collected and analysed I have auctioned a few suggestions, which have been completed or are ongoing.

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

**Summary of arrangements in place-** Health and wellbeing here at the setting is of up most importance, the following evidence has been collected-

- Personal hygiene encouraged, hand washing etc.
- Prevention infection audit complete.
- Cleaning routines in place. Toilets, equipment, resources etc. See cleaning charts, signed and dated by staff.
- Policies in place to ensure correct procedures are taken. For example- hand washing, sun cream/hat policy. See Policy folder.
- Children's free flow choice during play, allowing them to venture outside in the garden and forest area.
- A varied range of activities on offer daily, chosen by children.
- Weekly Topics, encouraging lots of different ideas for activities, keeping it fresh and exciting for the children. See planning file.
- Photos are taken daily of the children participating in the activities, Facebook is used to communicate to parents, along with newsletters and emails. Evidence on there for photos of trips etc.
- We now have a 9 seater bus to take the children out for trips.
- In house training at staff meetings.
- Children are encouraged through independence of self-care, for example washing own hands, blowing own nose, helping with some chores.
- Extra polices added into our practice, for example- self care policy, push chair policy, Transition report policy etc.

- All have had in house training on our behavior policy and are all consistent in their approach.
- Covid measures in place and all risk assessments are complete or on going.

### **What areas do we need to improve or want to develop further and actioned-?**

- Book Transition to play for Deputy managers.
- All staff to study and fully understand ALL policies and procedures.  
ONGOING

### **SUMMARY**

In summary I feel that the children's Health and wellbeing is one of our best areas at Wynclyffe. The routines in place allow the children to free flow through our healthy, clean learning environment offering variety and choice. The children are happy, healthy and settled. Our very experienced staff contribute to this environment in a kind and nurturing way. The few suggestions that came from parents and staff have been actioned or are ongoing. As a consequence of all of this we feel that the children are supported to maintain their intellectual, social and behavioral development. The staff feels supported and happy at work. Calling ourselves 'Wynclyffe Family' really says it all.

### **People feel safe and protected from abuse and neglect.**

#### **What we do well and evidence for this area-**

- I expect all to have at least a tier 1 in safeguarding. See staff files.
- Our safe guarding policy has been reviewed and updated.
- In house training on our safe guarding policy.
- All new team members at induction are given information on our policy and what to do if they have concerns about a child.
- A quiz at a staff meeting covered all relevant aspects of safeguarding at Wynclyffe. See Setting improvement plan for quiz results.
- We have a behavior policy in place, which covers anti-discrimination.
- Communication between the local authority is evident during a safe guarding issue recently. See Safe guarding evidence book.
- Locks and gates are used in the setting to keep the children safe and secure.
- Complaints policy extended with a complaints procedure displayed on the parent board in dining room.
- All relevant policies and procedures have been annually reviewed and up to date.

### **What areas do we need to improve or what to develop further and actions-**

- Questionnaire works really well for feed back from parents. See setting improvement folder. Send out a new questionnaire Sept 2021.

### **Summary-**

In summary I feel that the children, parents and staff feel safe at the setting. In fact a lot of praise from parents as to how happy they are with the setting and the partnership. An action is in place with regards to another questionnaire going out soon and specific questions asked about safeguarding at the setting. We are very happy with our third year here at the setting and the children and parents seem very happy. We look forward to the exciting plans for our fourth year. We have a waiting list at the after school club and holiday club which speaks volumes. No Advertising needed.

### **Exciting plans for Year 3. Medium/long term plan-**

- **Build on our resources outside, Music wall , moving the mud kitchen- ACTIONED**
- **Completing our healthy early years award- TO START**
- **Sports day**
- **Planning and observation training.**
- **New curriculum training and implementation. STILL TO DO 2022**
- **Extend forest area- new swings, mud pit area- COMPLETED JAN 2021**

### **Exciting plans for year 4-**

- **New curriculum training.**
- **Carwyn to do transition to play work**
- **Sports day July 2022**
- **Staff xmas do dec 2022**
- **Lots more trips out in our bus.**

Report by Teresa James

Date- JUNE 2021

Role- Registered Person/Manager

Review date- JUNE 2022

