

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

### **WYNCLIFFE CHILDCARE- SEPT 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.
- Questionnaires to children. See evidence in setting improvement plan.
- Children have a voice- Help with planning and menu choice, See setting improvement plan.
- Staff have a voice. Staff meetings, supervisories.
- Staff training. All staff are coordinators of a different areas. They all go on courses for that area and report back in the next staff meeting.
- We operate an open and transparent culture. The team here at Wyncliffe are paramount to us. We want them to trust in us to deliver a trusting work place. Please review comments from staff in setting improvement plan on the staff meeting quiz.
- Staff engagement is very important at Wyncliffe. Each room leader is free to make their own choices about planning, boards, resources and decisions in their room. Ideas are welcomed at staff meetings on how to improve the setting. See setting improvement plan for staff meeting minutes.
- We have an open door policy for parents and staff.
- ELSA training has been done and is actioned in circle time everyday.

#### **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-

- Staff training/staff qualifications- Transition to play for deputy managers. Not been available yet
- Second questionnaires to go out in June 2021- ACTIONED

## **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. Staff meetings.
- This will be measured monthly, anything not completed will be added to the next month.
- Continue with staff training.

## **SUMMARY**

In summary, we 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. We feel confident that parents, children and staff 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 we have actioned 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 Wyncliffe is of up most importance, the following evidence has been collected-

- Healthy eating award half way through. COMPLETE
- 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.
- Extra cleaning in place due to Covid 19.
- Policies in place to ensure correct procedures are taken. For example- Nappy changing procedure, hand washing, sun cream/hat policy. See Policy folder.
- Children's free flow choice during play, allowing them to venture outside/inside when chosen.
- A varied range of activities on offer daily, chosen by the staff and children.
- Weekly Topics, encouraging lots of different ideas for activities, keeping it fresh and exciting for the staff and 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.

- Tapestry Journals are all kept for the children under 3, this includes observations and evidence.
- We now have a 9 seater bus to take the children out for trips.
- Children are observed on a daily/weekly basis, which is added to their next steps and then into the next weeks planning. A tracking system is in place. See Children's files.
- Transition reports started from 1<sup>st</sup> room into toddler room then onto school. This has further improved since last year.
- School visits in place.
- Daily sheets are filled out for the parents to see and also used for staff communication.
- 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 policies added into our practice, for example- self care policy, push chair policy, Transition report policy etc.
- Children have circle time twice a day, reinforcing golden rules and expected behaviour.
- All staff 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.
- ELSA training has been complete this year.
- All supervisorys have been completed and annual appraisals have been done- JUNE 2021.

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

- Book Transition to play for Deputy managers- Not yet available

### **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. The questionnaires have been sent out again (June 2021) and the results are EXCELLENT. Please see our setting improvement plan for results.

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

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

- All staff are expected to have at least a tier 1 in safeguarding. See staff files. 3 staff have level 2.
- We have a designated officer with a tier 2 in safeguarding, she attends all the relevant meetings for safeguarding. We also have another member of management completed their Tier 2.
- Our safe guarding policy has been reviewed and updated. It is also displayed in the reception area for all parents to see.
- In house training on our safe guarding policy/Behaviour Policy. See staff meeting minutes in settling improvement plan.
- All new staff at induction are given information on our policy and what to do if they have concerns about a child.
- 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.
- All relevant policies and procedures have been annually reviewed and up to date.
- ELSA training has been done and supported by circle time each day.

### **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 Jan 2022.
- Add a parents evening for parents to come and chat about their children's development and well-being. NOV 2021

### **Summary-**

In summary I feel that the children, parents and staff feel safe at Wynccliffe. In fact a lot of praise from parents as to how happy they are with the setting and the team. We are very happy with our third year here at Wynccliffe and the children and parents seem very happy. We had a very successful sports day in July 2021 and the parents were all very happy. We always have positive feedback.

We look forward to the exciting plans for our fourth year.

### **Exciting plans for Year 3/4. Medium/long term plan-**

- **Build on our resources outside. Repaint.**
- **Another Nativity Christmas Dec 2021 –IN THE CATHEDRAL**
- **Parents Evening NOV 2021- SPORTS DAY- JULY 2021**
- **Completing our healthy early years award- COMPLETE**
- **Implementing ELSA training- COMPLETE**
- **Completing our Autism award- STILL TO DO**
- **Sports day in July 2021- COMPLETE**
- **Building on our Transition reports- COMPLETE**
- **New curriculum training and implementation. STILL TO DO**

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

- **New curriculum training.**
- **Xmas nativity in the cathedral – DEC 2021**
- **Claud and Emma to complete transition to play**
- **Sports day July 2021- DONE**
- **Staff xmas do**
- **Completing the Heathy early yrs award- DONE**
- **Lots more trips out in our bus.**
- **Weekly trips down to Wycliffe forest.**

Report by Teresa James

Date- JUNE 2021

Role- Registered Person/Manager

Review date- JUNE 2022