



# Once Upon A Time Day Nursery

Review of Quality  
of Care Report  
2024/2025



# Once Upon A Time Day Nursery

## Quality of Care Report 2024/2025

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## Background

Once Upon A Time Nursery is a privately owned nursery registered by CIW. Once Upon A Time provides care five days a week 8am– 6pm (7am and 7pm can be arranged), throughout the year, with a maximum of 32 places for children aged between birth and twelve years. We also offer Flying Start places and the 30 hours childcare scheme.

We are a member of Early Years Wales and NDNA, we are on the Dewis Cymru website and Daynurseries.co.uk. Through Daynurseries.co.uk we have won the Top 20 rated nursery in Wales award for the last three years. We have a detailed website with all of our current and up to date information on it, including our policies and procedures and price list, as well as a virtual tour of the nursery. We have a Facebook page which we use to pass on relevant information to the parents/carers such as fun days, when applications open for school places or when you can apply for the 30 hours scheme.

The nursery works to an adult/child ratio of 1:3 in the Baby room, 1:4 in the Toddler room and 1:8 with children 3 years and older. The nursery welcomes children with Additional Learning Needs and will ensure development appropriate care and attention is given to them. We pride ourselves on the relationship we have between staff and ensure that all staff feel welcome. We make sure that the workplace is a fun place to be and all staff are like one big family.

All staff are highly qualified and we ensure all staff are encouraged to reach their full potential. The nursery owner, manager & deputy manager are all qualified to level 5 as well as all of the room supervisors. All nursery nurses are level 3 or above and we also take apprentices on and encourage them to continue their CPD through the levels. We also can have students volunteering at the nursery who are working towards their qualifications either in college or in school. All staff are continuously updating and improving their training, this includes Play work, Camau Welsh course and Elkan speech and language training among a lot of other courses that help staff to continue to uphold the high level of childcare that we offer.

We are an English medium nursery although we use Welsh on a daily basis, we have fluent Welsh speakers on staff and Welsh is incorporated in circle time, general speech and activities throughout the day. We can translate information into another language if necessary.

The nursery is currently working towards the Welsh active offer, we have achieved our Bronze Award with the Welsh Promise and are currently working towards the Silver award. All staff are undertaking the Camau Welsh course which is developing staff confidence, this means even more Welsh is spoken on a daily basis.

We have completed the Quality For All assessment which was undertaken by Early Years Wales and we achieved QFA status with 20 points of excellence.

Following this it was suggested that we apply for the Early Years Awards 2024.

Since applying we were shortlisted in the 2 areas we applied for “Setting of the year” with only two other settings and “Cynefin—community” with one other setting, in the whole of Wales.

**Setting of the year:** We were absolutely delighted to hear that we have won the Setting of the Year award 2024, we couldn’t be prouder and are delighted to have something that reflects the hard work and passion the whole team put into the nursery.

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 new Curriculum for Wales for funded non maintained settings’ and ‘The Early Childhood Play, learning and care development pathways’. Progress is recorded with the headlines in mind including, belonging, communication, physical, exploration and well-being. Observations are monitored and recorded into individual learning journals by the child’s key workers. Key workers analyse 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 and also makes transition to the next class or school easier.

## Monitoring the Quality of Care

Once Upon A Time is proud to have been a Flying Start nursery for almost 10 years, we attend a wide and varied range of training opportunities that include healthy risk taking, attachment, enabling adult, engaging experiences, body movement, Elkan and many more.

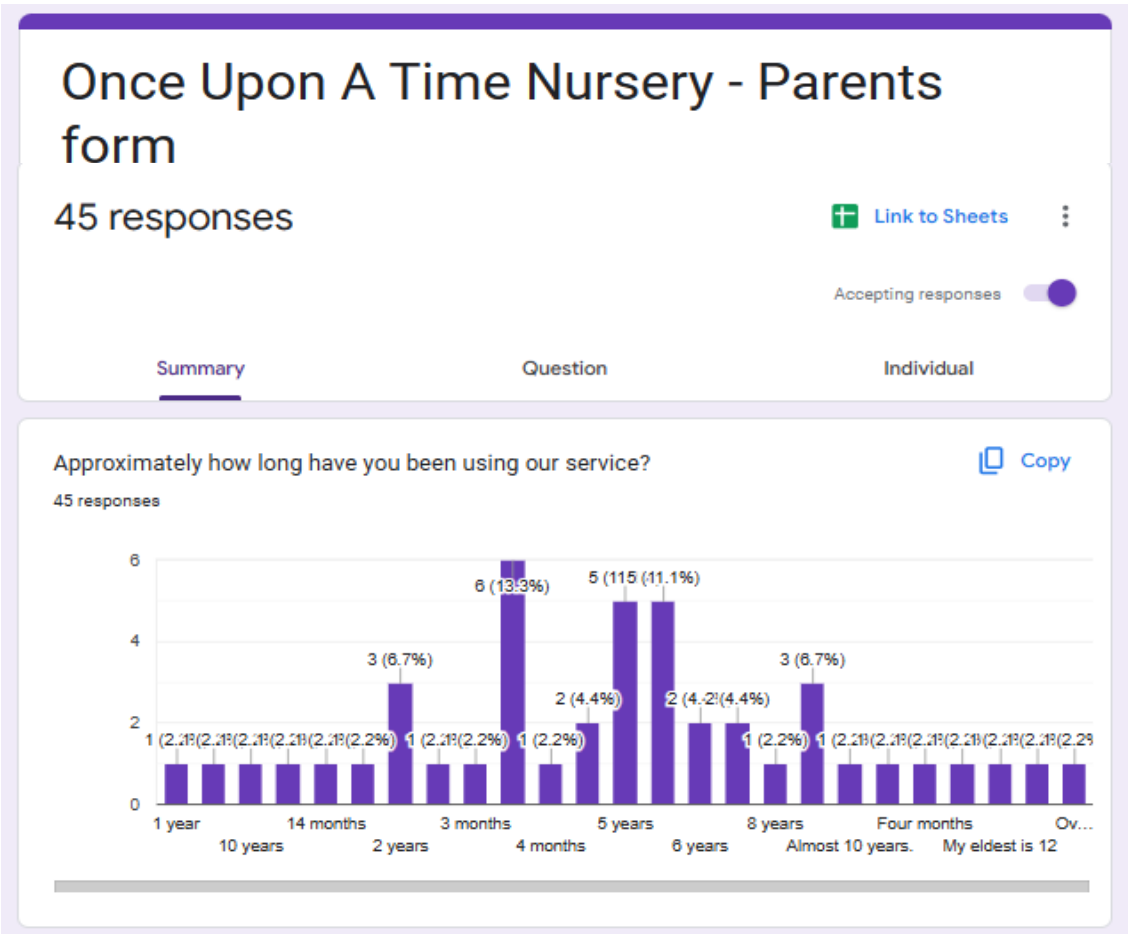
Over the years we have completed many assessments and audits including the RCT self assessment tool with support workers evaluations. We had two SSTEW assessments which involved two support officers observing the entire session marking a range of criteria summations are available to read on our website. In November 2023 we completed the Quality for All assessment and were delighted with the report and the 20 points of excellence. These assessments help 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. We also offer the 30 hour childcare scheme for working parents and supply wrap around care and pick up and drop off to school. We are one of the only settings in Llanelli to offer this service to over 7 local schools.

Parents have the opportunity to discuss any concerns or questions on the app, phone or email. Having introduced progress days two years ago, their success means this is now the way we conduct parents evenings, we now conduct parents evenings termly on a Saturday as more families are able to attend and it gives the parents some quality time with their child's key worker as well as a chance to see the nursery and meet other parents. We also try to bring our community professionals into these progress days, building a community of support for the parents to ensure nursery is a safe place where they can access support. Within our waiting area some of these professionals we have had include NHS immunisation team, multiply mathematical support, Care24 training programs with some specific training helping parents with children with additional learning needs or on the pathway to being diagnosed. Family Information Service has also attended a session signposting parents to sleep clinics, Flying Start and the 30 hour childcare offer. For our upcoming progress day we plan to have an animal encounter. The main aim of these days however is to ensure that parents are happy with the care we provide to their children and that they are happy with their child's development ensuring we have time to discuss and plan the way forward.

# Parent’s satisfaction survey

In line with the recommendations of National Minimum Standards for sessional care issued by the Care Inspectorate for Wales, Once Upon A Time Nursery issues a satisfaction survey to all parents in August/September 2024.

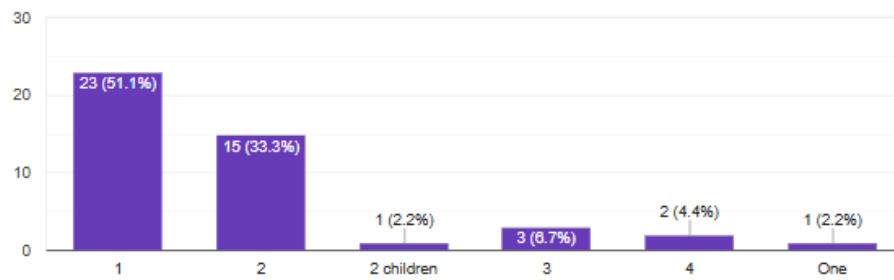
The survey was sent to 52 parents and we had a response rate of just over 86.5% which is a good representation of the opinions of our parents. The results were as follows.



How many children do you have attending or have previously attended our nursery?

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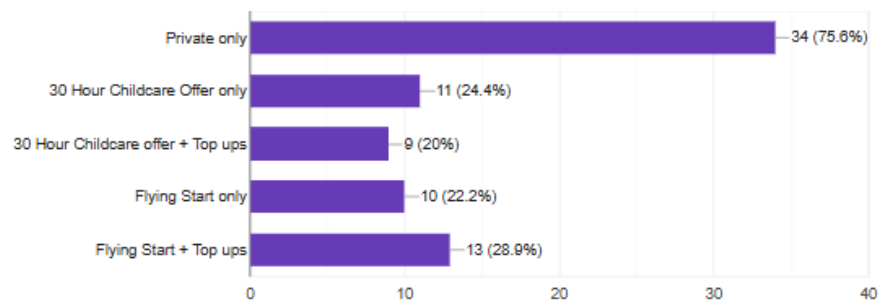
45 responses



Mark as appropriate

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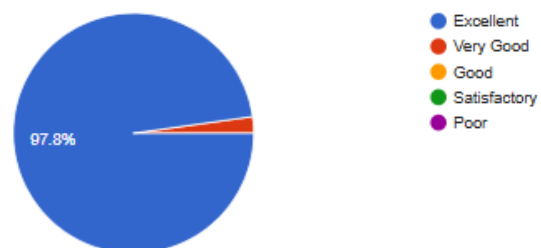
45 responses



How would you best describe your level of satisfaction with our service ?

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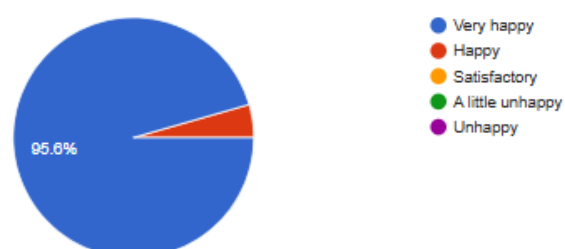
45 responses



How would you best describe how happy your child is at nursery?

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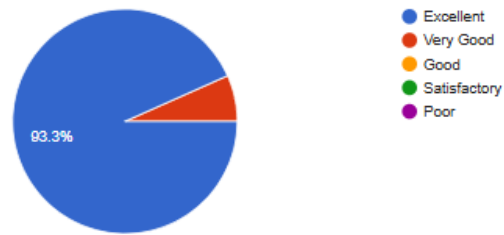
45 responses



How would you best describe your level of satisfaction with our activities/resources?

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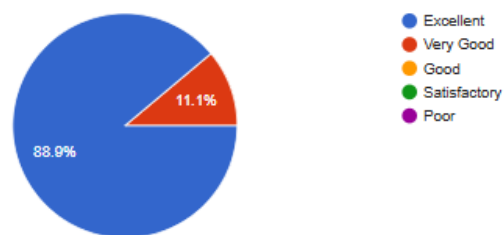
45 responses



How would you best describe your level of satisfaction with our resources?

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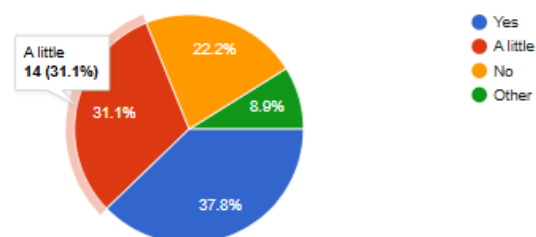
45 responses



As we are working towards the Welsh Promise aiming to have 1 million Welsh speakers by 2050, have you noticed your child using any Welsh language at home in the last 6 months?

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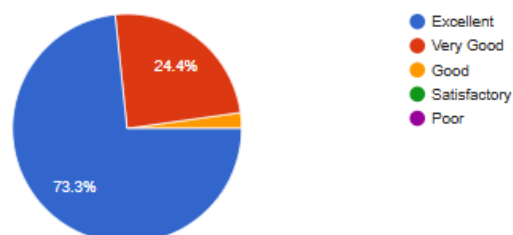
45 responses



How would you best describe your level of satisfaction with our outdoor area?

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45 responses

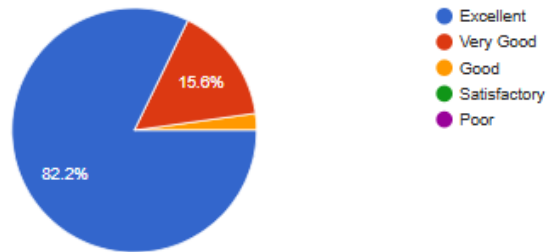




How would you rate the range / variety of meals we provide to your child?

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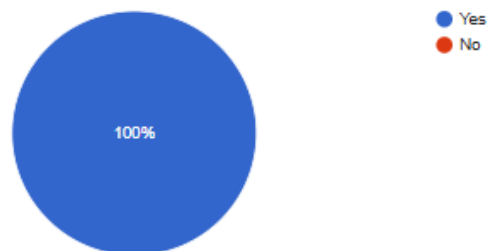
45 responses



Have you downloaded our EYLog communication app?

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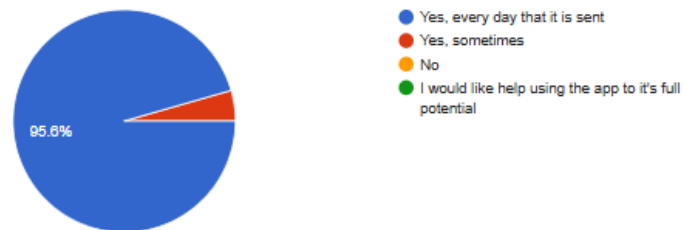
45 responses



Do you read the daily diaries sent to you on our EYLog communication app?

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45 responses



If you answered no to the previous 2 questions, can we help you to access and use the app, as it would be beneficial for you to see the daily diaries for your child, receive important information and updates as well as supply needs e.g. nappies, wipes cream etc.

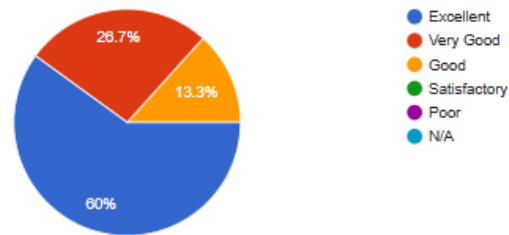
0 responses

No responses yet for this question.

How would you best describe the daily diaries / use of our EYlog communication app?

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45 responses



If you answered satisfactory or below could you briefly explain why so that we can further improve our provision.

4 responses

I put very good but I would like a little more personal touch to the information, I know it's change over the past few months so the staff are more present but a little more note of something my child has done would be a nice addition.

I would like further information about what the children do each day, as sometimes it's nice to know a bit more

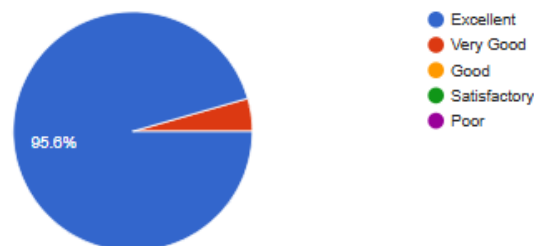
Just more detail and photos would be lovely

State only the vegetarian meal if the child is vegetarian instead of including the meat option aswell so the parent is reassured that the child has had the vegetarian option

How would you best describe your level of satisfaction with our staff?

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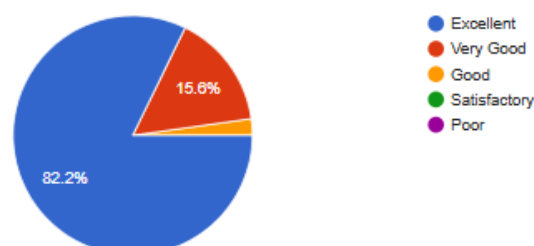
45 responses



How would you best describe your child's progress in the last year/ since they started nursery?

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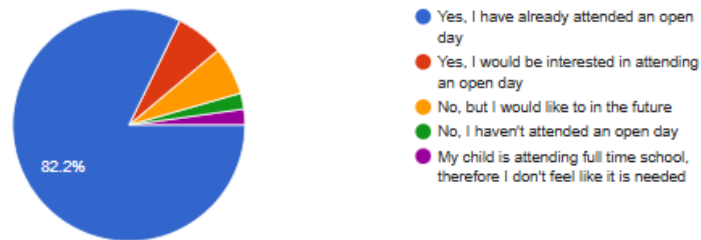
45 responses



Have you attended / are you interested in attending an open day at the nursery with your child's key worker to discuss your child's development?

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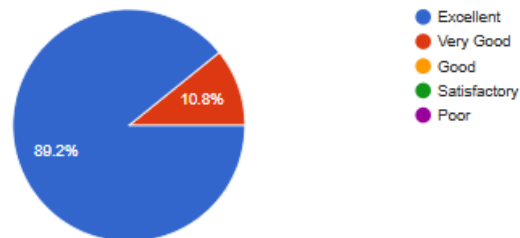
45 responses



If you have attended an open day, how would you best describe the level of information you received about your child's progress?

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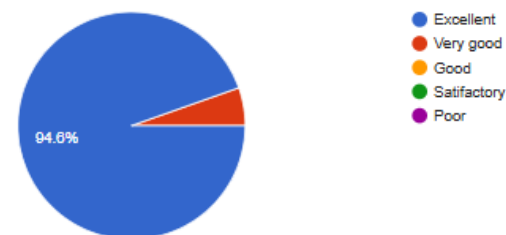
37 responses



If you have attended an open day, how would you describe the organisation of the day, resources and opportunities we provide?

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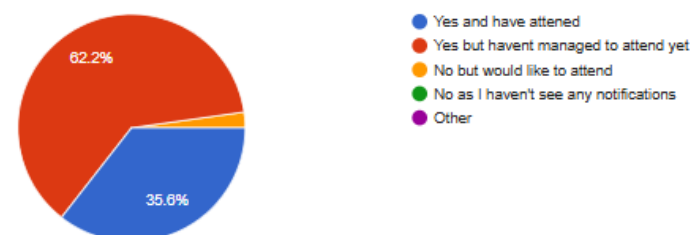
37 responses

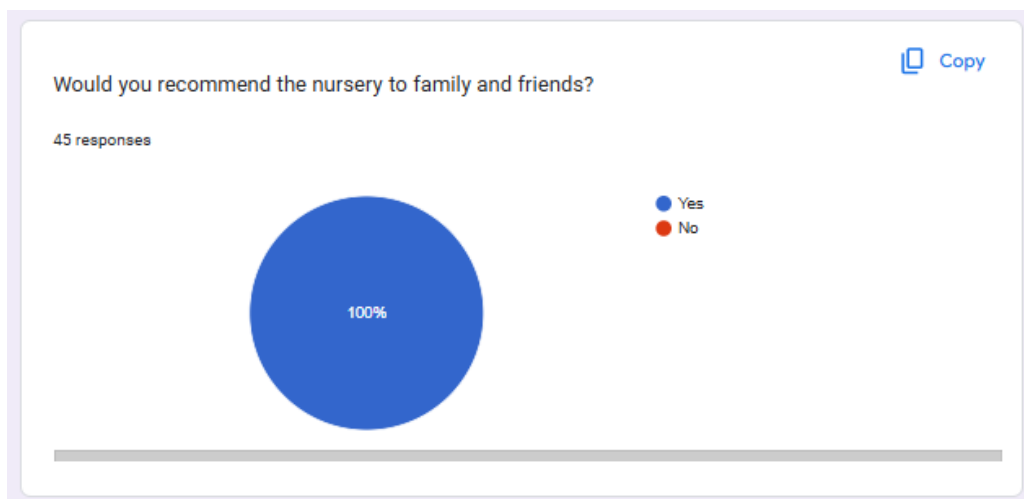


Were you aware that the nursery organised community family fun days? (Notified on Facebook and EYLog app) The events are a part of the Transforming Tyshia project.

 Copy

45 responses





Following the survey we asked parents for any feedback, compliments, complaints and suggestions, these were their replies:

- We absolutely love you guys. You've brought our children up from tiny babies with us and we couldn't have done it without you all. You've helped with toilet training, speech, food, behaviour. You guys are just amazing and so underappreciated. Thank you.
- Both children have attended the setting and I have recommended it to numerous family/friends. The care afforded to the children is exemplary. I am unable to make any recommendations of areas of improvement. All staff speak so warmly and fondly of the children within the setting. I've seen this reciprocated by my children who clearly have positive and trusting relationships with staff. Once upon a time have definitely made huge contributions to my children and myself. Reducing the anxiety of returning to work, knowing they will be cared for by safe individuals who put their safety, wellbeing and development at the forefront of all their sessions/support. There is little to no staff turn over in the 10 years I've used the setting. This really is a testament to the owners and management team. Communication is excellent. I have recently been very impressed with how the setting responded to potential riots occurring in the local areas. Implementing a "lock down" and managing potential risk to staff and children.
- The staff are always so incredibly friendly and happy to answer any questions that we have. We love the progress days and how detailed the books are, and that everything is in one book so their progress is that much easier to see. It's really nice to see how songs are used to make mundane tasks more enjoyable as our boy keeps asking us to sing the brushing teeth song and tidying up time and how language around gentle hands and being kind is encouraged in the nursery too and is being reflected at home as well
- Very friendly happy wonderful staff and all my children love them all and are excited everytime to attend nursery.
- My child adores coming here
- No complaints at all. My grandson absolutely loves the nursery and is always happy when we drop him off and happy coming out at the end of the day. Everyone is wonderful with him and care about his progress.
- An excellent nursery, we are so grateful to you all for all the hard work and effort you put in, thanks!
- Tyler's speech and toilet training massively improved thanks to nursery.
- The nursery is absolutely fantastic! My son is so happy, best decision I made sending him to your nursery. Every single member of staff is so kind and friendly, I know my son is cared for as if he has an extended family in the nursery!! My son's key worker Meli is just amazing and he really likes her a lot, his smiles when he sees her in the morning are wonderful! Becca the manager is also brilliant, so helpful and always answers endless questions! My son has really come on so much in a short space of time since joining and it's all the credit to the fab staff here.
- Couldn't ask for better care for my child. He looks forward to his time with you. Always has stories about

what they have done.

- Change to drop off point as by busy road and could a different door be used
- No complaints. The only nursery I would send my children to.
- couldn't ask for a better nursery. currently have two boys attending the nursery and they absolutely love it. They both talk about nursery and the staff fondly at home, with great stories of all the activities they seem to do, which are always different and I think key to why the boys have developed so well. The staff are always friendly welcoming at pick ups and drop offs, and both boys have really bonded well with all who work there. As a parent it gives me great joy to see my children so happy and developing. so please keep up the great work Once upon a time day nursery and thank you for you have done and continue to do for my family and the local community as a whole.
- None at all
- Maya was already a very confident child, but her speech and role play etc has come on so much since starting with you guys, she loves all the staff so much
- Natalie and Ffion are amazing with my little one. They go above and beyond to make sure parents feel heard and my daughter absolutely loves both ladies. Huge thank you to all of you!!
- Very satisfied with my child's development :) great team.
- I'm so impressed with the nursery, lovely staff and my son is flourishing in this setting. A big thank you. Staff are very reassuring to new mum's aswell
- The staff are amazing and always very communicative about all progress and behaviour
- As parents we couldn't speak highly enough about the nursery setting and staff. Both children feel safe, secure and are thriving under your care. We feel confident and relaxed knowing our children are very well cared for and are in safe, capable hands. Can't fault the provision. Excellent communication whether it's face to face or through the app. Knowledgeable, friendly staff who take the time to get to know the children on a deeper level. Would have no hesitation recommending your service to anyone. A special mention goes to Becca, ffi, Natalie, Stacey and Ffion who work closely with our children. Keep up the good work guys and thank you.
- All 3 of my children have attended this nursery the girls are lovely and very welcoming, my child is very comfortable around them and they will support in any way they can I would highly recommend this nursery to friends and family.
- I only chose "other" option for the welsh speaking question as my son isn't quite vocal yet. He has come along so much since starting with you and I'm hoping he does develop his Welsh speaking over the next couple of years.
- Very happy, quick to respond to messages, very helpful and accommodating. Staff always very friendly.
- None
- My son loves attending the nursery. Staff is understanding of his needs and I know he is well cared for.
- All the staff have been amazing and Imani absolutely loves attending the nursery!
- E has only been attending for around 6 months and has come from another nursery. The staff were amazing with helping him settle in and were very understanding and reassuring to myself and my anxieties. E loves going to nursery everyday and is always keen to tell me all of the fun things he has been doing throughout each day. E is thriving at the nursery and there is a lovely balance of structured and free play. I love the EYlog app and look forward to seeing all of the photos everyday and the foods E has been eating. It provides a great opportunity to share the photos as a family and E enjoys talking about what he is doing in each photo. E absolutely loves the staff and they are all very caring and sensitive to his needs. I am confident that he is in the best hands. All staff are very professional and approachable and nothing is ever too much trouble. They have been amazing helping with potty training and I don't think I could have done it so quickly and smoothly without the help and support from them. I honestly feel as though E is staying with family when I drop him off at nursery. It's like a beautiful little family and I wouldn't want E to be anywhere else. Thank you so much for

caring for my child everyday xxx

- When my 1st child attended 10 years ago I was extremely nervous about her attending a nursery. I instantly felt relaxed around all the staff. All my children attended and my 4th child is now attending. What I like is that it feels like a family and a lot if the staff are the same now that where there 10 years ago. They have catered to each of my children's different needs and it has be no problem for them. I wouldn't send my children anywhere else and trust them with my children 100%.
- By far the best nursery I could have put my son in, love seeing and reading about his day on the app and also fantastic communication with the staff.
- Brilliant all round.
- The app is sometimes problematic
- Can't speak highly enough about the nursery and their staff, both my children have had an amazing experience here and continue to do so. The amount of care and attention given to each child is second to none. It is a reflection on all the staffs hard work with their recent award.
- The only one little bit of feedback is that I LOVE to see what he's got up to with his day, and sometimes get 4-5 pictures of him doing the same activity, would be lovely to see what activities he's taken part in during the day. (I understand if this isn't suitable with balancing the childcare, but would be lovely to see more like we've had in previous nurseries with my stepson).
- Have recently put my second child into nursery following the excellent experience with our first child. We find the dedicated and friendly staff amazing and this gives us full confidence in them supporting our children to develop.
- My little boy is 1 years old. I can't thank the staff enough, he loves going to nursery and he has smiles every time the staff welcome him with open arms. The communication is excellent here. My son has developed so much since starting and I trust you all that he's well looked after. Thank you all so much
- No complaints, the kids really enjoy there and never complain about anything.
- Excellent care and reassuring
- We have been extremely pleased with the services provided by Once Upon A Time Day Nursery. We have noticed huge progress in both our daughter and son while they have been attending nursery and the staff go above and beyond to ensure the children have fun and feel safe during their time there.
- Every single staff member goes above and beyond for my son. I will always be so grateful for everything they have done and continue to do for him. I have noticed a massive difference in him, his confidence and his development since he started here and I really wish I started him here sooner. I highly recommend this nursery.

We would like to thank you for your continued support and for taking the time to fill out our Quality of Care questionnaire, we really appreciate your feedback which helps us give your little ones the best start in life.

5 responses

Thank you all. We love you and all you do and have done for both our children.

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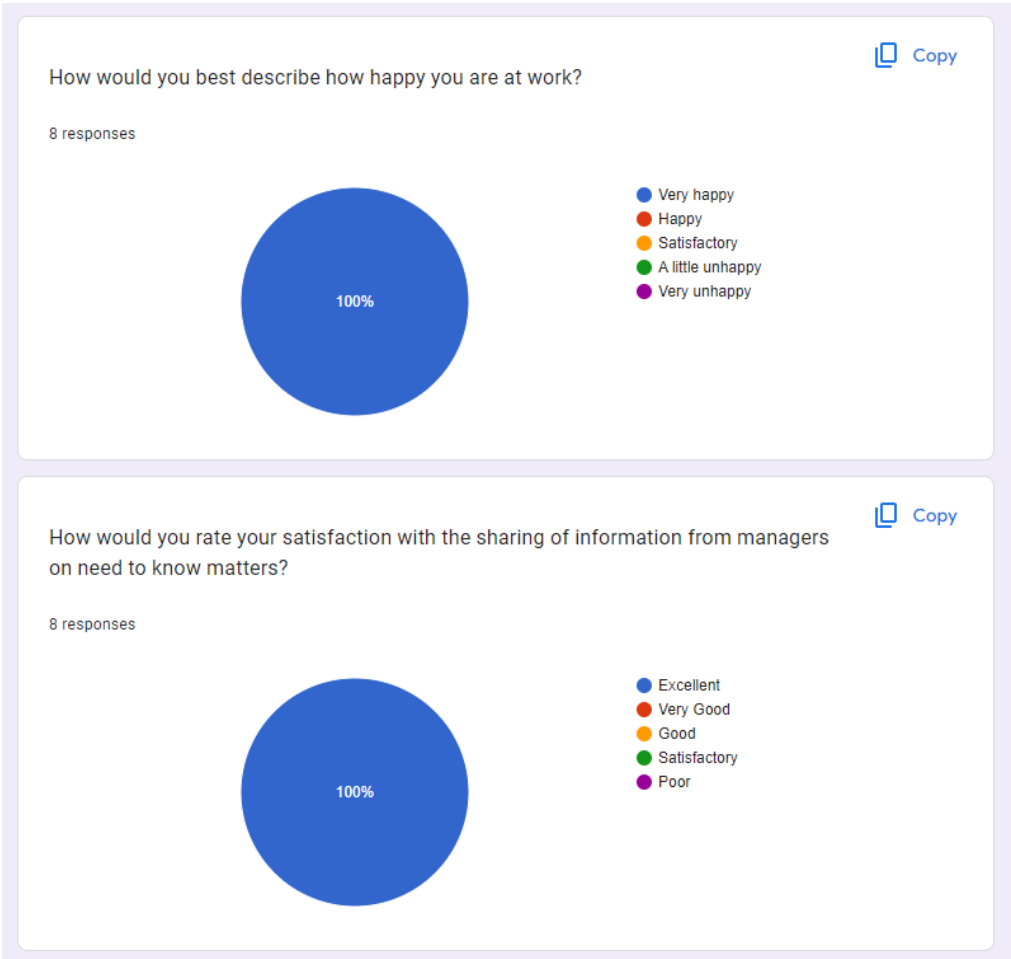
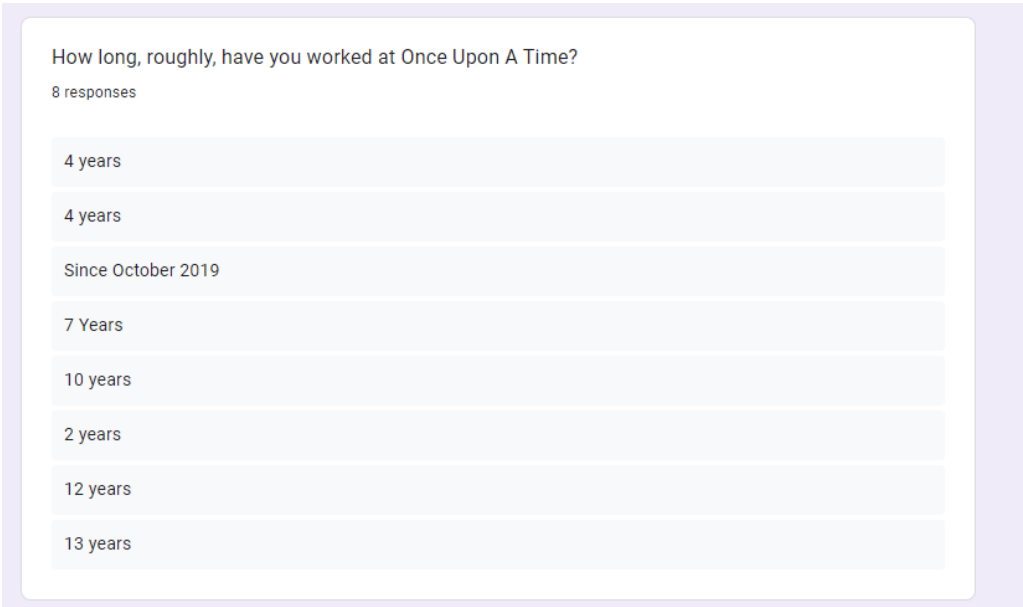
Not a single complaint or suggestion from me. My child has come along so much with you, socially, physically and mentally. He absolutely loves it and it shows. Staff are outstanding and the setting is superb, i couldn't be happier with our decision to bring our son to you.

Our children genuinely love all the staff at nursery

You guys are amazing.

# Staff Satisfaction Survey

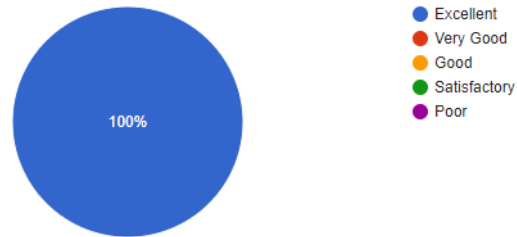
Staff satisfaction is assessed at regular staff meetings and six monthly as part of the staff appraisal process as well as annually through the Quality of Care, Here are the results of the survey.



How would you rate the open door policy that allows you to raise any issues that you have?

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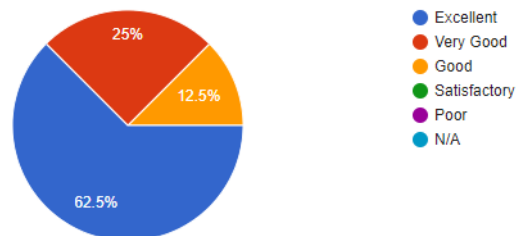
8 responses



How would you rate your opportunities to attend meetings?

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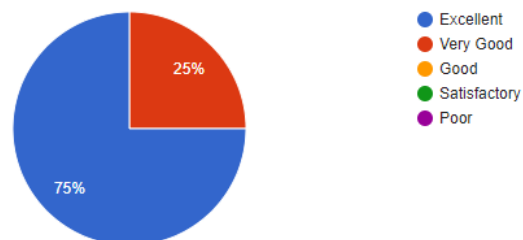
8 responses



How would you rate your opportunity to contribute to the development of the nursery?

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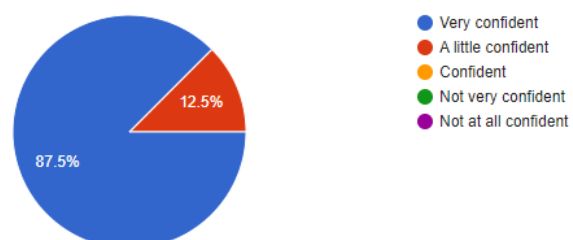
8 responses



How confident are you with bringing a concern to management/whistleblowing and knowing who you can report an issue to?

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8 responses

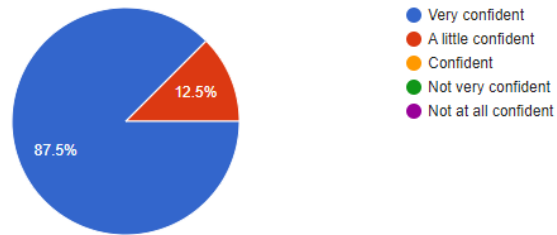




How confident are you with bringing a safeguarding concern to management and knowing how and who you can report an issue to?

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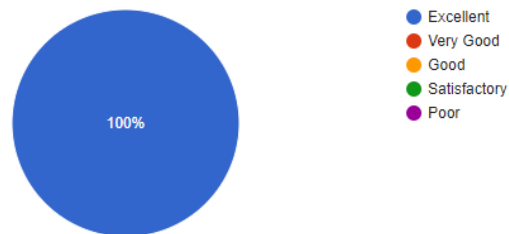
8 responses



How would you rate the management's ability to provide you with appropriate resources to carry out your job and set activities?

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8 responses

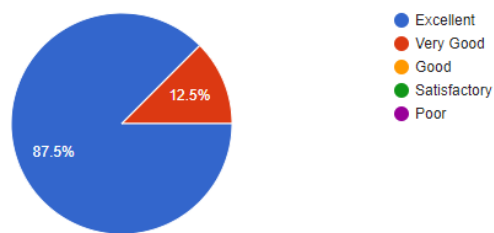


How are the opportunities to develop your continuous professional development e.g. attending training?

 Copy

\*This will include mandatory training and staff passing on information regarding training they have attended

8 responses



How are you finding using the app on a daily basis? Is there anything you would like us to do or change regarding the app? \* **Subject to app limitations**

\*Please answer this question if applicable to you- E.g. regular use of the app

8 responses

I find the app easy to use and navigate.

Very easy to use on the daily basis

Really easy to use

I'm finding the app good and easier to do now we don't have to constantly write/thank of sentences for the activity photos

I find the app easy to use its simple to complete and photos are easy to put onto children's app

The app is nice and simple to use, I can't think of any changes

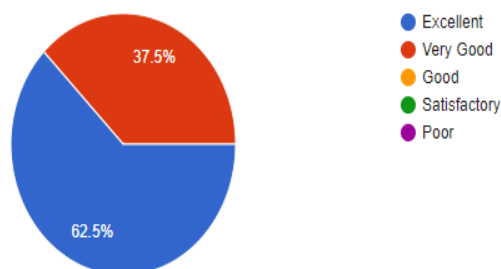
I am finding the app a lot easier to use on a daily basis and it seems to be glitching less now

The app is great when it's working as sometimes is can glitch and when it glitches you have to go back and do everything you've lost which takes more time.

How would you rate how we are making use of your skills and abilities/encourage you to do your best?

 Copy

8 responses



Do you have any skills and abilities you think would be useful to staff and children, that you are happy to share?

5 responses

I am a fluent Welsh speaker.

Organising

I use all my skills to everyone

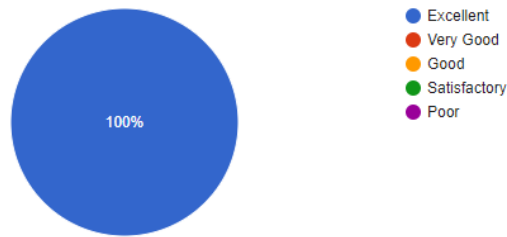
I feel I am using my skills such as IT to help everyone

My skills to socialise within the community are fully supported and I am allowed to attend many community events or meetings within working hours

How would you rate the efficiency and effectiveness of regular supervisions and appraisals / Are you happy with your supervision gifts that you receive on every supervision and appraisal?

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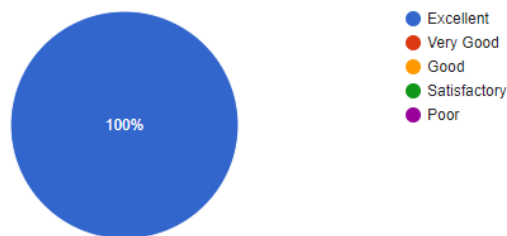
8 responses



How would you rate how clearly the management team defines your role/ tasks you are to undertake?

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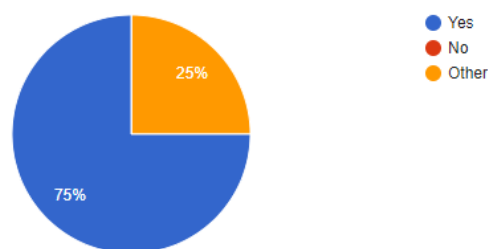
8 responses



If you are a member of staff that writes observations for the children's learning journals and plans activities for the children. With the changes that have been made to observations and planning along with the diary are you finding you are able to stay on top of your work load?

 Copy

8 responses



If you have answered 'No' or 'Other' in the previous question please let us know what we could do to help.

3 responses

I'm staying on top of the work load but sometimes I feel like I don't have much time to the observation write ups during the day so I'm worried they are rushed

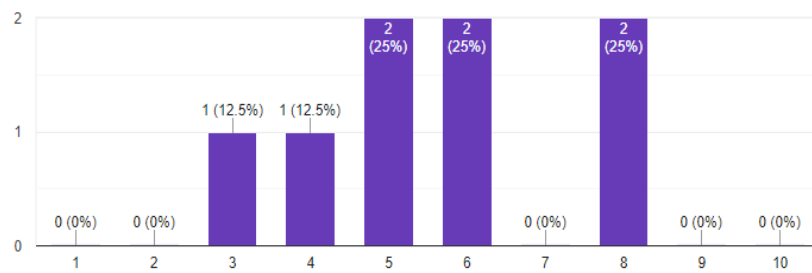
I feel like the change in observations and planning has really helped my workload

The changes that have been made I feel reflect the curriculum and the needs of the children making planning and observations more meaningful.

As we are working towards the Silver Welsh promise award, how would you rate your use of the Welsh language within your day to day sessions?

 Copy

8 responses



If you have answered 5 or below please could you let us know what we can do to aid the use of Welsh language in your daily routine.

2 responses

I need to develop more confidence in speaking the Welsh language and to try and use more with the staff as well as with the children to develop my confidence and to try and have a back and forth conversation

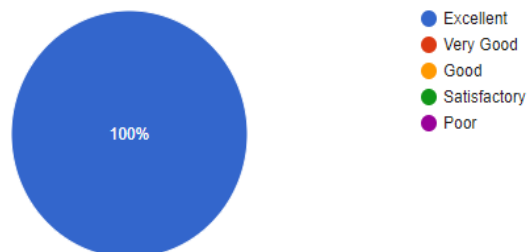
Continue to encourage my Welsh skills and help when I am stuck on words/ when other staff use their Welsh language skills it helps me to learn

How would you rate how the management team inform you of policies, procedures and risk assessments of the setting?

 Copy

(This includes during induction, supervisions, meetings and general questions asked)

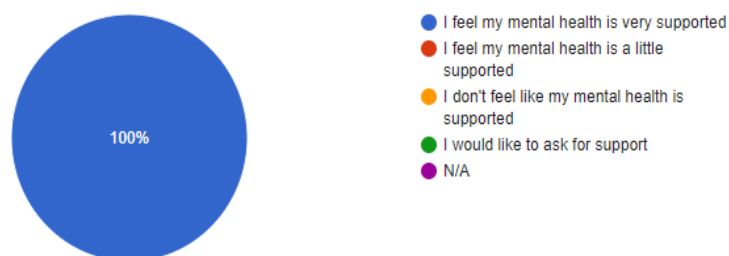
8 responses



How well do you feel like your mental health is supported when working in nursery?  
(This includes our Mind mental health forms, leaflets in hall and bathroom, feminine hygiene products provided to ease stressful times of the month, staff being readily available to discuss non-work related issues, team buildings etc)

 Copy

8 responses



*We asked the staff if they had any concerns, comments or compliments, these were the responses:*



- Working at Once Upon A Time is an absolute pleasure, and I feel very lucky to have been taken in as a part of this work family! I love being able to watch the children grow and develop as they pass through the classes at nursery, and feel good knowing that I contributed a little to their development.
- I love working at once upon a time I couldn't imagine working any where else
- I love how well we all work as a team, and how much we do outside of work as a team too!
- I am very proud of us all that we have won the setting of the year award. I am so proud to work with such amazing people for the last 10 years
- I've thoroughly enjoyed working at Once Upon A Time the last 2 years, always giving us the opportunities to learn new things and always taking everyone's opinions and ideas into consideration. Everyone is always happy and smiling creating a lovely atmosphere for the children and staff to be around.
- I absolutely love working at Once Upon A Time and the people that I work with! Not many other colleagues would take you away to Disney for your 30th birthday! I honestly wouldn't want to work anywhere else or with anyone else. Even on the hard days, going to work is still a fun and happy place to be!
- Working at Once Upon A Time for the last 13 years has been fantastic. Watching the setting go from strength to strength, winning multiple awards and engaging fully in community activities in recent years has been fantastic. I have faced challenges that continually develop my skill set and aids me to run the setting well with a great team of staff.

The overall responses were very positive with all questions being answered no less than good. We will look at all answers that were less than excellent and put measures in place to address them where possible.

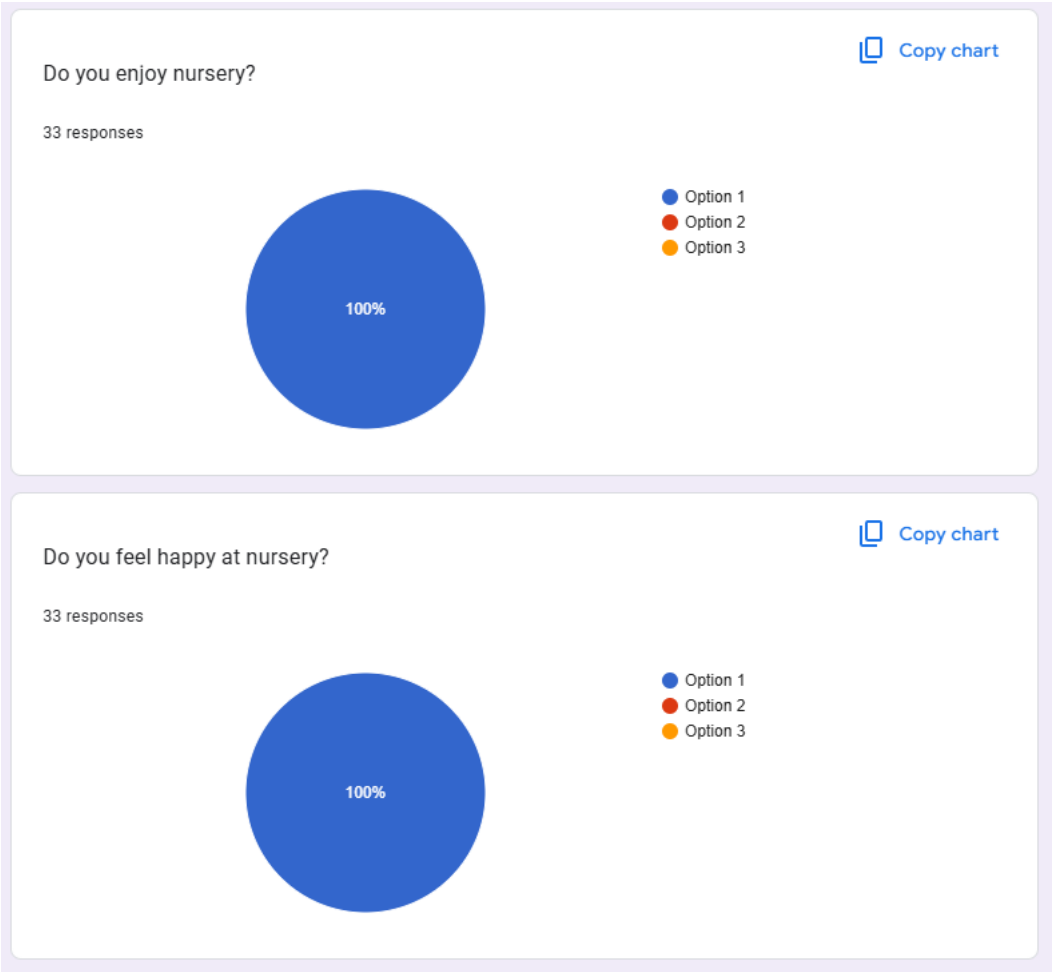
# Child Satisfaction Survey

Child satisfaction is usually assessed every day through observing play and listening to their ideas. This year the nursery staff asked a total of 27 children aged 2 and over their views on how happy they were at nursery, why they like to come, what they like playing with and their views on staff. Babies are still a little young to voice their opinions on the survey but staff are in tune with their likes and dislikes and plan accordingly. The staff have taken photos of the babies in their favourite areas. The results were as follows:

## Once Upon A Time Nursery - Children's form

**B****I**U

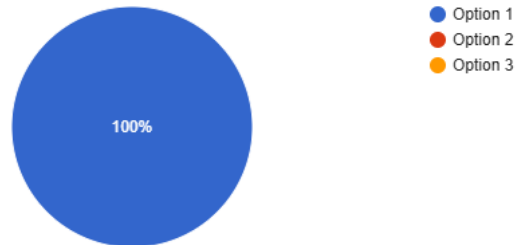
The children were each given a questionnaire to colour in to show their answer for each question. We have transferred the information onto this form to collect all of the data.



Do the teachers help you to have fun in nursery?

 [Copy chart](#)

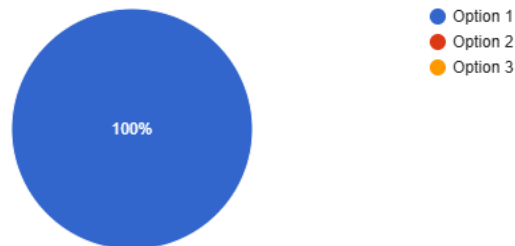
33 responses



Do you enjoy playing outside and going for walks?

 [Copy chart](#)

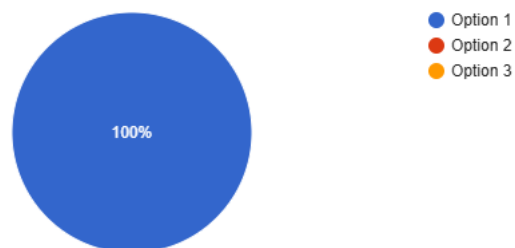
33 responses



Do you enjoy craft activities

 [Copy chart](#)

33 responses



## What is your favourite area to play in?

33 responses

Sensory room  
 Free choice area  
 Free choice area & Blocks  
 Trucks (Small world area)  
 Babies (role play area)  
 Castle (Small world area)  
 Soft play (Jabadao)  
 Toys, Red toys  
 'with Meli'  
 Role play area  
 Playdoh  
 Craft and colouring  
 Free choice area & Books  
 Music time  
 Puppets  
 Drawing at table, Sand & mud kitchen  
 'with Ffi' Shaving foam  
 'Yellow' - in the kitchen  
 Carpet & Small world area  
 Small world area  
 Stories & Painting  
 Circle time & Sensory room  
 Kitchen (role play area)  
 Cars & Tuff tray  
 Bobi enjoys playing with the books  
 Outside & 'Brushing teeth'  
 Outside  
 'with Ffi' Shaving foam  
 Carpet & Small world area  
 Small world area  
 'Yellow' - in the kitchen  
 Cars from outside  
 Anywhere with Reggie



Additional comments from child/key worker:

21 responses

Dylan is non-verbal therefore we used his expressions and pointing to indicate his answers

Loves looking after the younger children and helping them

Elis loves playing in the role play area with staff and his friends

Alicia loves singing songs and teaching her friends Spanish words

Macsen said 'I am sometimes sad when I leave mammy because I miss her'

Percy used his hands to point to show us the areas that he enjoys playing in.

'Waw'

'Playing in water' ' Shaving foam'

'like to find bugs'

'I want to go in the sensory room with Ffi' Tobi also loves playing in the kitchen

Briony likes to use the slide

Macsen likes to try all activities

Vinnie is non-verbal and showed us the picture of the sensory room on our lanyard to indicate his favourite area.

'motorbikes'

Bobi need a little help and support during sessions

'I like library'

'I like nursery'

'I like all the toys'

Emilio has built great friendships with the others

Wil loves the bikes and cars in the garden

Jacob is non verbal and can say a few words to communicate







As the under 2s have developing speech, language and communication their key workers have taken photos of the children playing in their favourite area/ an area they tend to play in often.

## Improvements at nursery 2023—2024

*Continuous changes and improvements at nursery benefit staff, parents and children*

**Multi award winning nursery**— We are delighted and so proud to have won the Setting of the Year Award 2024 with Early Years Wales, we will be celebrating this amazing achievement with a special party/awards ceremony in December 2024 and are inviting all our families past and present to join the celebration. We were also thrilled to be voted the Top 20 Nurseries in Wales award 2024 from Daynurseries.co.uk for the 3rd year in a row. We have an amazing team of staff who work incredibly hard to provide the best childcare they can and it is wonderful to see all the hard work recognised. Thank you.

**New Flooring**—We were so please to have been awarded more grant funding from the Welsh Government, this time we were able to refloor the Toddler room, Preschool and the hall so that all the flooring matches and flows throughout the nursery

**Cladding**—The grant also enabled us to clad the back wall of the nursery. As well as looking amazing the cladding has sealed the wall and is protecting the building from the wet and damp weather as well as ensuring the longevity of the nursery.

**Grant approval**—Our current kitchen has been in the building for many years and is in need of updating. The new kitchen will be easier to keep clean and will have more space to store a variety of food for our menus as well as more space to prepare meals for children with allergies / special requirements. We have recently been approved a further grant which will enable us to install a new kitchen with new fixtures and fittings. As well as the kitchen we have been approved to replace the 2 large windows in the Toddler class ensuring we keep the nursery warm and water tight in the winter. Air conditioning units will be fitted in the three main children's rooms. This will allow us to manage the temperature in the rooms with ease adding heat and cooling each room as and when needed making it much more pleasant for both staff and children. This is again thanks to the generosity of a grant from the Welsh Government. We plan for all this work to be carried out in November 2024 in one go to cause the least amount of disruption to the parents, children and families.

**Three weekly menu**—Following our Quality For All assessment we were advised to put a 3 weekly menu in place for greater variety for the children. We are about to create our second menu for the winter with it being a 3 weekly rotation.

**Decorating**—We have redecorated throughout the nursery so that it is all in sync and in line with following the new curriculum for Wales making the over all aesthetics /areas calmer for the children.

**Community work / opening a community arm to the nursery** - Our community work goes from strength to strength with strong relationships built with the Transforming Tyisha team as we always attend monthly meetings. We have also taken part in many community events including lending our soft play out to the events, attending other professionals events with our soft play / activities helping us to advertise our setting or taking part in large community events such as 'play day' where the local council planned 3 play days over a week in the summer in 3 of the main areas in Carmarthenshire.

We have started a community group from the nursery and we are intending to make a small community garden on the council land that is across the road from us.

There are plans in place for us to take part with 3 other agencies in Llanelli Christmas Carnival 2024.

**Welsh promise** - With the Welsh government aim to have 1 million Welsh speakers by 2050 we enrolled on to the Welsh promise with Early Years Wales in January 2024 and we were awarded the bronze certificate in March 2024 moving straight on to working towards the silver award.

**Camau-** Following the Bronze Welsh promise award all staff have been signed up on to Camau training based on their current Welsh abilities to develop the language and confidence.

**Top 20 rated nursery in Wales -** We are extremely delighted to have been awarded “Top 20 Rated Nursery 2024” Award for Wales for the third year in a row! It is wonderful to have hard work and dedication recognised with this award during such difficult times within the childcare sector but the reviews from the parents are what keeps our motivation and spirits up.

Once Upon A Time Day Nursery wouldn't be the same without the hard work, commitment and dedication all our staff put into the nursery. We create our home from home environment with staff who truly care about children and their families. We have staff who have been at nursery since our very first day 13 years ago, and as we always say, when you are a part of the Once Upon a Time family, you never truly leave, whether it be staff or children.

Lastly thank you to [Daynurseries.co.uk](https://daynurseries.co.uk) for the opportunity to receive this award. We are all so grateful and extremely proud of this achievement and we can't wait to see what the next year brings.

“A truly wonderful nursery! My little boy gets excited when we approach the building in the morning, goes in all smiles and is super happy to see the staff! A great sign to me is when he goes in and doesn't look back for me as shows he is comfortable and happy there. All the staff are so kind and friendly, they have been supportive to us from the moment we started going there. They keep the children busy and entertained all day with a range of activities and going out in the community. My son has come on really well in the few months he has been attending and his speech has really improved. My son's key worker is absolutely amazing, she knows him really well and is very knowledgeable on neurodiversities and how to support him the best way possible. The app is also a great tool to communicate with the nursery and I enjoy seeing photos of his day and what he has been up to and eaten that day. Best decision I made was to send my son to this nursery, highly recommended.”

“I have 5 children and so far 4 have attended. My first over 11 years ago when they hadn't long opened. My son loved it and the care was so great that 5 years later I knew I wanted my second to go and the others have followed. The standard has always been the same. I've had children that have ran in and also a toddler that suffered separation anxiety, they've been great with all of them and all have been treated with the same level of understanding and kindness. I choose Once Upon a Time over the school nursery because I know that I can truly trust that my child is happy, safe and loved there.”

“I moved my children aged 2 and 1 years from a childminding setting to Once Upon A Time. The transition could not have gone any better. The staff are so warm and welcoming every morning towards us all. The children are thriving from being here, they're happy and stimulated and are excited to go to nursery in the mornings. The care is so personalised they remember and recognise the smallest of details in my children's personalities, likes/dislikes. Their eating variety has improved which has also transferred to home! I have lovely photos at the end of the day and it helps me engage with the children on what they've been doing when we're home. The children have good balance of outside play which was important for us and trips into the community. They facilitate the Welsh language in all aspects of care which was very important to us being our first language. I can't recommend the nursery enough, I only wish I moved them a year ago! “

“My daughter attends twice a week and is so excited to go each session. She goes in with smile and comes out with a smile which tells me how happy she is to be there. The staff are always so friendly and welcoming. The feedback at the end of each session is thorough and includes photos to see what she has been up to that day which is always lovely to see. My daughter has grown in confidence and we are thrilled we chose this nursery for her. Would highly recommend.”

“My son has been attending Once Upon A Time since October 2023 and the staff have been nothing but accommodating, helpful and supportive. My son absolutely adores his key worker and other staff members and always comes out full of smiles. They made his transition period into nursery as easy for him as possible and always kept us informed of any updates within the nursery. He has come along amazing since attending and I'm sure he will continue to thrive whilst he is still attending here. A credit to the Llanelli community”

More reviews available on [daynurseries.co.uk](https://daynurseries.co.uk)

Professionals are unable to complete any questionnaires however they have <sup>31</sup> given us feedback for the recent awards that we have applied and been shortlisted for. Here are some of the lovely things that we have received off professionals:

Once Upon A Time Day Nursery have a strong community ethos, and look to give the children in their care a wider range of experiences by getting out into the community. The nursery have supported the Goods Shed at fun days organised by County Council teams and supported us at our own wellbeing events, working in partnership with the NHS, Communities for Work+ and other organisations. We hosted the nursery for their own fun day where the team had arranged for a visit by the police, fire service and Gari GoSafe from the Road Safety team which was well attended by children and families.

I always know that when we are looking to work with a setting for a community event that the Once Upon A Time team can be relied on to be key partners for events! They are friendly, professional and as someone who has worked in Early Years myself the care and bond they have with their children is truly fantastic! Children are given opportunities to express themselves even in settings which aren't based at the nursery - I had a great time doing arts and crafts with them at both an Autumn Event and our Wellbeing Event which they so very kindly supported!

Sarah Davies,  
Co-ordinator/Cydlynnydd,  
The Goods Shed/ Y Sied Nwyddau,  
Marsh Street/Stryd Marsh  
Llanelli

Carmarthenshire/Sir Gaerfyrddin  
SA15 1BG

**07912624814**

Working Hours/Oriau Gwaith: 9.00-3.30, Mon-Fri/Dydd Llun-Dydd Gwener

Pronouns: she, her, hers/Rhagenwau: hi, hi, ei

## Points of excellence from QFA:

Once Upon a Time Day Nursery has an excellent website. It provides potential parents with all the information they need to make an informed choice about the service. For example: A video of the setting is available to view, and a recording of a radio advert is available to listen to, along with other useful information, including their most recent CIW report, all Policies and Procedures, a Parent -Setting Contract, Menus, etc.

There is a detailed collection of policies and procedures easily available, the website has categorised them which is really helpful for staff and parents, '...we wanted them to be easy for staff and parents to navigate their way through and jump in and out of'.

CCTV cameras are positioned around the internal and external environment, the recordings of these are linked to a monitor kept in the office and we were told these are checked when something has happened such as a query from a parent, an accident, a near miss, etc.

Once Upon a Time Day Nursery have a highly qualified staff team. Staff are encouraged to complete their Childcare, Play, Learning and Development course to the highest levels and attend training in areas of interest as well as mandatory training.

Staff's skills are utilised, there is a skills plan in place and staff are encouraged to comment on what skills they possess and would be willing to share with the children, skills shared have included yoga, sports, IT, circus skills, storytelling, and many more.

Staff's wellbeing is promoted by the management team, they have access to free snacks and toiletries, a 'staff member of the week' award, teambuilding nights out/in or weekends away. There is also a jar available for all staff to contribute their ideas on 'any' topic.

The owner told us there is a 'democratic' management style, whereby all staff are consulted on most decisions made, "We believe this is why we have maintained our staff, we are a very close team that work well together".



The management team have created a 'protected lunch hour' for staff. Parents are aware that unless there is an emergency, children do not get picked up or dropped off in this hour. Surplus staff help to maintain ratio and staff are encouraged to take a break.

The management team have excellent links in the community including staff from NHS Wales, Flying Start Health Visitors, etc. The Manager told us that supporting parents to be aware of any health risks and helping them to make healthy lifestyle choices was of great importance. Health resources are shared with parents and health professionals are invited to Fundays where they can, "...engage with parents and cement our health care messages".

We saw staff using pictured lanyards to help the babies understand it was dinner time and we heard staff asking the babies, "Can I pick you up?" and "Can I put you in your highchair?"

An effective transition policy is in place and covers all types of transitioning experiences children may need support with, such as: new siblings, death of a family member, moving home, etc.

Children are given the time and space to express themselves. The manager told us, "We offer a safe space here, children are told it's ok to feel whatever they may be feeling". Children have the opportunity to use a worry log (a light up hand that children can touch and speak to) and they practice yoga and breathing techniques. The Deputy Manager explained how a child recently came into nursery feeling angry, all he wanted to do was breathe deeply, they breathed deeply together and then the child openly discussed what was troubling them.

"All staff have Food Hygiene certificates because we wanted them to be able to cook with the children as an activity".

Children are offered meals, snacks and drinks that are appropriate to the length of their stay and mealtimes take place in their designated 'play' rooms. All staff work together to provide a menu that considers a healthy nutritious and varied diet for the children in their care. We were told that when creating new menus, staff provide recipes from home, they reintroduce recipes that have worked well in the past, children's individual dietary needs are considered and when ready the menu is tested for a month and amended accordingly. Children plant vegetables and wherever possible they include these foods in the meals. The Owner explained we share the menus with parents and some parents have asked for the recipes so they can cook the same food at home. One parent told us, "I really appreciate that my child is getting home cooked food, nothing is ever too much trouble for them".

Photos and a description of what the child likes to help them to sleep are positioned on the wall in the babies sleep room.

We saw a well-equipped sensory room and were told how this calming environment is available for everyone to use.

Progress Days are also offered as a way of keeping relationships with parents open, they take place on a Saturday and it's a chance for parents to ask any questions, view children's 'Learning Journals' and look around the setting.

The setting has excellent links with the community and have started the process of working with a councilor to create a community space/garden that the nursery will be able to use. We were told they have also started building relationships with other nurseries in the area, this is a great way to share ideas and best practice.

Children have a voice and are listened to, "Child satisfaction is usually assessed every day through observing play and listening to their ideas", (QoC Report 2023). We were told how they are supported to contribute to future plans and saw a large piece of paper in each childcare group that detailed the children's ideas. We heard older children being asked how they feel during a circle time and saw emotion faces displayed in the other childcare rooms.

Management value their staff's opinions and have excellent communication links with parents.

Claire Thomas  
Quality Assurance Co-ordinator / Cydlynnydd Sicrwydd Ansawdd  
Early Years Wales



Observers would like to thank all the staff at Once Upon a Time for a fabulous morning and for allowing us to undertake the SSTEWS assessment. Observers were made to feel extremely welcome in the setting as usual, and all staff were warm and friendly. We would also like to praise staff once again for a very good SSTEWS assessment, and once again scoring an excellent score, excelling on previous assessment undertaken. We would like to praise the staff for their recent achievement, being awarded as one of the top 20 nurseries within the UK, and top 3 within Carmarthenshire. This is an excellent achievement, and 100% deserved. Observers always have a wonderful time at Once upon a Time, whether it be during the SSTEWS assessment, or on other visits to the setting. Staff at the setting are extremely warm, caring, friendly, welcoming, enthusiastic, kind, and engaged 100% in children's overall development. During the day of assessment, it was felt that staff were fully in tune with the needs and interests of all the children. Staff were very responsive to the needs of each individual child. It was evident that all staff enjoy being with the children, they all showed a sense of fun and enjoyment throughout the whole of the session. The adult: child interaction of all the staff is impeccable. In addition to this, on the day of assessment it was evident that staff work efficiently and effectively together as a team, offering a seamless session for the children at the setting. It was very evident that there is an excellent team working approach and togetherness at the setting. Again, observers would like to praise the staff for providing a colourful and stimulating environment for the children. The display boards and children's work on display is excellent practice. Observers were so impressed to see so many props made by the children linking in with the current theme, i.e., monkeys and binoculars. The 'All about me' board is a favourite, this is a lovely idea, especially with the addition of speech bubbles with exact 'word to word' language. We would like to recognise and praise staff for offering two different sessions of activities on the day of assessment, ensuring that they were providing children with a wide range of opportunities to encourage development in all areas. On the day of assessment, an excellent 'Amser Cylch' session was observed with a very good Storytime. The Storytime activity allowed the children to engage in the story, allowed for open ended questioning, long pauses, and making links to real life experiences. It was great to see staff encouraging excitement and wonder through the story. It was also great to see the use of props during the story, in addition to the variety of puppets on offer at the beginning of the session. Staff at the setting are providing excellent opportunities for language development. They continue to undertake 'Core Vocab' sessions with the use of a 'Word Basket', they continually repeat and rephrase, continue to take 'word for word' samples of children's language development and much more.

This is excellent practice which observers are pleased to see. To add to this excellent practice, all staff continue to wear lanyards throughout the session, and it was great to see these being utilised with a little one who has ALN. Well done! Child centred planning at setting is exceptional. Observers were very impressed with the way in which staff at the setting involve children in the planning, as well as how they involve them in the setting up and clearing away of resources. It was evident to observers that it is all about the children. In addition to the child centred planning, it was excellent to see the detail in the other planning within the planning file. It was great also great to see how staff record observations weekly, which are then fed into future planning, allowing for progression. Furthermore, observers would like to recognise and praise how staff at the setting go above and beyond to record their observations and children's development for the parents/ carers. The detailed 'Learning Journeys' are excellent! It just goes to show that staff go above and beyond for the children in their care. They are passionate about working with children, and this was fully evident on the day of assessment. There are many other aspects that the observers would like to recognise. We continue to be impressive to see, that although the door to the nursery was open at all times, not 1 child attempted to go out of the door until they required the toilet or when requested too by staff to wash hands, have snack, etc. We loved the new additions to the setting, the fish tank and the sensory room. The fish tank will allow for expansion and linking to real life experiences, and the sensory room will be a great resource for the children with ALN. It was excellent practice to hear staff giving children a 10-minute warning prior to tidy up time, which was followed by an explanation of what would be happening next and involving the children in this. This was undertaken throughout the session. Excellent! As mentioned in our previous SSTEW report, observers absolutely love the 'Hi 5' with the emotions board, this is an excellent tool to encourage children's emotional well-being and something which the children seemed to enjoy. Observers would like to take this opportunity to praise and recognise the way in which the 1:1 staff member engages and works with the child with ALN. It was evident that the little one has a close relationship with this staff member. The staff member is fully in tune with the needs of this little one and was exceptional in the way in which she was engaging and interacting with the little one. Well done! On summary, staff at Once Upon a Time are exceptional childcare staff who offer the most amazing high-quality childcare provision to the children and families in their care. Observers are extremely proud to have them as a contracted provider within the Flying Start programme. Staff should be extremely proud of themselves and the way in which they care for the children and the exceptional play opportunities which they provide the children with. It was evident on the day of assessment how much fun and enjoyment the children have when attending Once Upon a Time. We would like to thank the staff at the setting for all that they do. Well done all!

Avril Chambers & Hayley Davies

Childcare officers

Flying Start



The Goods Shed/ Y Sied Nwyddau,  
Marsh Street  
Llanelli  
Carmarthenshire/Sir Gaerfyrddin  
SA15 1BG  
07912624814

To Whom It May Concern,

Please find this letter in support of Rebecca Bello as nursery manager of the year. Rebecca is forward-thinking and looks to broaden the experiences of the children in her care by getting involved with community events and organisations.

She enjoys working with the community to deliver community events – we have worked with her on fun days where she has taken a lead in organising a number of partners including the police, fire service, road safety and charities – and has supported us with our own community events including health and wellbeing days.

We are currently creating raised beds on our site and will be dedicating one of the beds to Once Upon A Time Nursery as a thank you for their support.

Rebecca is a wonderful leader and you can see that she does not only have a close bond with the children and families in her care, but you can see that she leads by example and that her staff enjoy working for her. Once Upon A Time is very much based around creating a home from home experience for children, and as a former manager of a Family Centre, I recognise and appreciate those within the childcare sector who do go above and beyond for their children. She would be a thoroughly deserving recipient of this award.

Cofion cynnes,

*Sarah Davies*

Community & Activities Coordinator,  
Llanelli Railway Goods Shed Trust



[fis.carmarthenshire.gov.wales/flying-start/](https://fis.carmarthenshire.gov.wales/flying-start/)  
[fis.carmarthenshire.gov.wales/dechrau-n-deg/?lang=cy](https://fis.carmarthenshire.gov.wales/dechrau-n-deg/?lang=cy)  
[www.twitter.com/FISSIRGAR](https://www.twitter.com/FISSIRGAR)



Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board



Dw i'n siarad Cymraeg - I am a Welsh speaker

Once Upon a Time has been contracted to provide Flying Start childcare services and has been doing this well since the start of the programme. Once Upon a Time Nursery has a clear vision and is based on achieving high quality provision. The nursery convey and create a happy and safe ethos for both children and staff. The owner of the nursery focuses on staff wellbeing staff and notably creates a family atmosphere that has a positive impact on nursery life, in turn, the nursery has retained many of their original staff. Managers and leaders organise the setting well and meet the needs of children effectively. Managers and leaders have developed strong links with a range of partners, who fully support and enhance children's learning and development. The nursery staff are warm and welcoming and foster good trusting relationships with parents. They inform them about their child's well-being and development regularly via informal daily conversations and a closed social media group. The nursery makes appropriate use of available grants and use it well to make improvements to the nursery. offers useful support and guidance to the setting. The nursery collaborates well with Flying Start team and is always willing to share good practice with others. The nursery staff are always eager to attend training as part of professional development and is notably embed into everyday practice in order to maintain high quality childcare. The whole nursery creates a strong sense of belonging and give children the best start.

**Cofion cynnes / Kind regards**

**Heini Jones**

Ymgynghorydd Blynnyddoedd Cynnar Dechrau'n Deg| Flying Start Early Years Advisor

Swyddfa Dechrau'n Deg /Flying Start Offices

Hen Ysgol Babanod Morfa /Former Morfa Infants School

Stryd Newydd / New Street

Morfa, Llanelli, SA15 2DQ

To whom this may concern,

This is a letter of support from the Transforming Tyisha Team regarding Once Upon A time Nursery Manager Rebecca Bello.

The Transforming Tyisha team is a special projects team formed to tackle the issues that Tyisha ward faces, it is acknowledged that this ward has high level of deprivation socially and economically. Currently the area is undergoing physical regeneration to improve housing quality and provide more community assets and linking in with existing organisations to expand on opportunities for the community.

Once Upon A Time Nursery have been integral to our work. They are based in the heart of the ward we cover. The nursery is very outward community minded, with an understanding that children's wellbeing is not only enhanced by the nurturing setting but by the surrounding environment and community and as such have been involved in a green space project to improve the local community, part of family events, helping us make links with the families they support. All of which is hugely important to the success of our project.

The manager Rebecca Bello is a driving force and regularly attends our engagement meetings with other community groups in the area, and the result has been collaborative working to support each other's projects and make what we all do have a larger positive impact on the area. We have collaboratively organised community activities and events. We have joined forces to organise a Christmas float for 2024 alongside other partners. The idea was brought to the group by Rebecca Bello. Partner organisations acknowledge that this is something many would like to do but individually would never be able to manage to achieve.

We acknowledge Once Upon a Time nursery as an amazing community asset. Rebecca Bello really deserves to be acknowledged for all the work she does to inspire the community and groups to work together for grass roots change. Rebecca goes above and beyond working with the community to provide a safe and positive environment for all. For us this demonstrates the 'out of the box' thinking to provide an innovative approach to her role. Rebecca clearly acknowledges that by improving the surrounding the community the children live in, will make an overall more positive impact on their future and lives.

Rebecca is a shining example of what can be done when we work together towards common goals. The Transforming Tyisha project will continue to work with the nursery to show the way to other areas in the county and beyond the benefits of community collaborative working.

Yours Sincerely,

**Lorena Alvarez**

**Transforming Tyisha Team Carmarthenshire County Council**

## **Ratings**

As part of our Quality of Care review and to help promote continued improvements CIW rate the nursery in four areas. This is our reflection of how we would rate the nursery.

### **Well Being - Excellent**

In well being we believe we offer an excellent service, making sure that all the children have a voice and that their choices and opinions are listened to and influence the planning at the nursery. All the children at nursery are confident in the environment and we develop independence skills throughout their sessions that are age and stage appropriate. The well being of the staff is also incorporated in our ethos, we have regular supervisions and appraisals with little gifts for the staff to show our appreciation of their hard work, as well as team building to encourage staff to develop positive relationships and a staff well being wall that has staff shout outs with positives to boost moral.

### **Care and development - Excellent**

We believe our development and care of the children is excellent and we make sure that they have a safe and suitable place to play and learn. Our staff are always striving to better themselves and their qualifications, and undertake extra training whenever possible. The staff carry out observations on the children that keep track of their development and can help to make sure that the planning we do caters for all the children and the different stages they are at in preparation for when they start school and helping them develop life skills. With this information staff conduct termly progress days for parents to ask any questions about the development of their little ones and their next steps.

### **Environment - Excellent**

We offer the children an excellent environment to learn, explore and develop in and feel confident to be themselves. we are very lucky to continue to receive grants to help us to continue to update the nursery as well as buy new equipment and resources for the children. The environment is safe and secure with CCTV coverage and registers for staff and children. We use passwords with the parents for extra security.

## **Leadership and management - Excellent**

Our leadership and management is excellent and has helped us to retain our amazing staff. We are constantly planning on new ways to improve the nursery and new resources we would like to purchase. We have fortnightly meetings with staff to listen to any concerns and discuss new ideas. We have updated our records in the office and made sure that all paperwork is in place and up to date and moving as much as possible over to the app so that there is a clear digital trail. We are more involved in our community, holding community events and progress meetings with our families. We use the app and learning journals to make sure we communicate constantly with the parents and we work together for the well being of the children. We use the Quality of Care surveys to look at what we can improve and are preparing for our second Quality for All assessment. We use these as self evaluations all of which combine to give us a clear understanding of our nursery and how it can keep evolving and improving.

## **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:

<b>Action</b>	<b>Target Date</b>
CIW Inspection	TBA
Staff Meeting	Fortnightly
Parents Newsletter	Termly
Quality For All Assessment	November 24
Annual survey of all parents	Sept 2025
Staff quality monitoring meeting and Staff satisfaction survey.	Sept 2025
Complete policy review	Feb 2025