



Once Upon A Time
Day Nursery

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Review of Quality
of Care Report
2023/2024

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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 throughout the year, (Additional hours available on request, based on availability). A maximum of 32 places for children, aged between birth and twelve years. We offer Flying Start places and the 30 hours childcare scheme.

We are a member of the Early Years Wales and NDNA, we are on the Dewis Cymru website and Daynurseries.co.uk on which we won the Top 20 rated nursery in Wales award for the last two years. We have a website with all our current information on it, including our policies and procedures and our price list, and a virtual tour. 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 in the Pre-School room with children 3 years and older. The nursery also welcomes children with additional needs and is inclusive of all families. There are eleven CCLD qualified staff, the owner & manager are level 5 qualified, the Deputy Manager is Level 5 qualified, the room supervisors are level 5 or working towards it and Nursery Nurses are level 3 or level 2, there are also two auxiliary staff. Over 70% of the staff also have a play work qualification.

When we recruit new staff they are encouraged and supported to continue their CPD to level 5 qualification so that we maintain the same high standard of staff. We also can have students volunteering at the nursery who are working towards their qualifications. All staff are continuously updating and improving their training, this includes Play work and Elkan speech and language training among others.

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 as well as 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, with help from Flying Start Welsh language support officer.

This Review of Quality of Care should be read in conjunction with Nursery Policies and Procedures and describes the current and planned approach to developing and maintaining the highest standards of care.

The children have been observed using the areas of learning through 'Birth to three matters' and the 'Foundation Phase' and progress is recorded of significant achievement in development of Personal and Social Development, Well-Being and Cultural Diversity, Language, Literacy and Communication, Mathematical Development, Welsh Language Development, Knowledge and Understanding of the World, Creative Development, and Physical Development.. However we are making plans to change documents for planning and observations to follow the new curriculum for Wales, we are also in the process of training staff to integrate the new curriculum for Wales into the daily running of the nursery and within the play areas for the children. These records are analysed and provide the basis for evaluation of the learning potential of activities and decisions about which activities may be most beneficial for the development of an individual child and also makes transition to the next class or school easier.

Monitoring the Quality of Care

Once Upon A Time is a Flying Start nursery and we have completed the RCT assessment tool which is a self assessment evaluation. Which will soon be changing to the Early Childhood Play, Learning and Care in Wales: A Reflective Practice Toolkit. We have completed the SSTEW assessment with Flying Start and the summation is available to see on our website. We were delighted with our summation and will continue to strive to provide the best care possible for the children at our setting. This is also changing soon to an enabling adults audit / focus. We have completed the Quality For All Awareness Toolkit with Early Years and are currently completing our first full assessment.

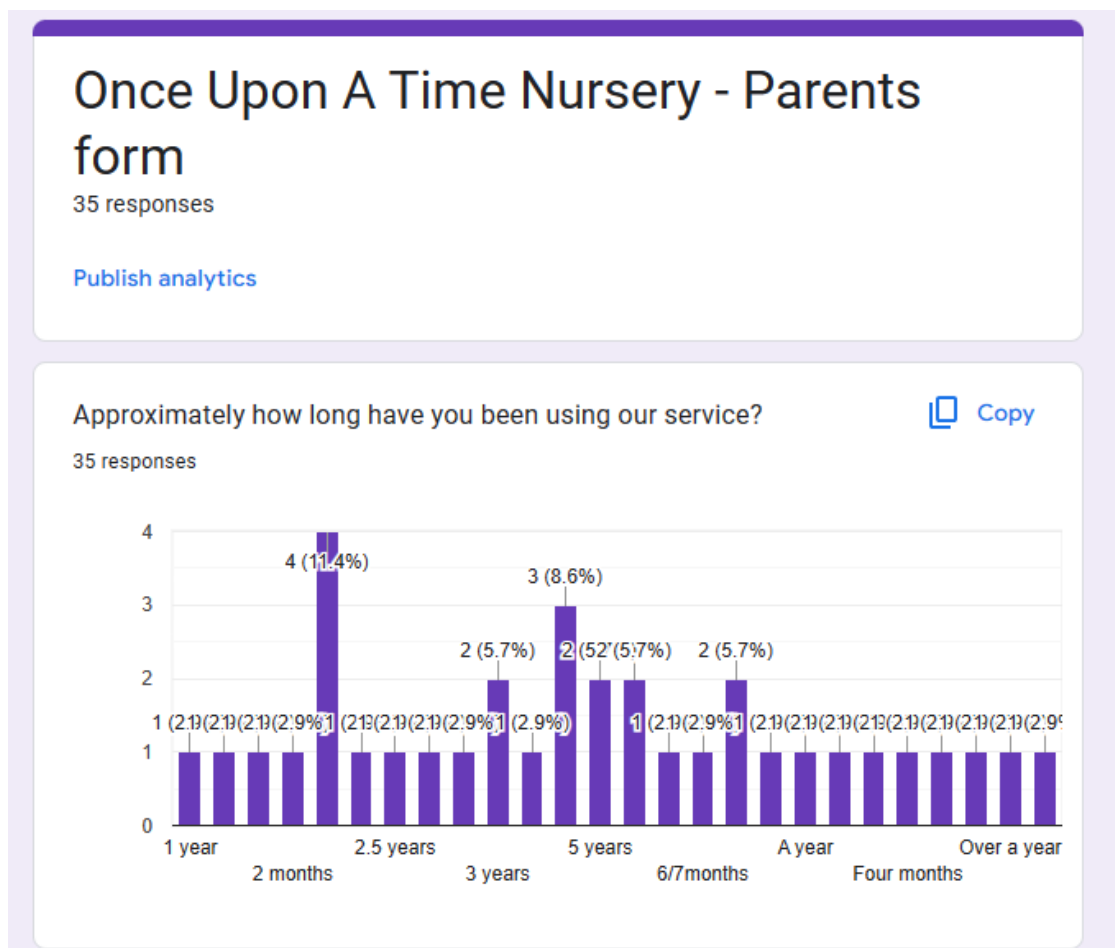
These assessments help to ensure that the nursery will continue to meet the expectations of parents, provide a consistent standard of provision and benefit from good practice elsewhere in Wales. We also offer the 30 hour childcare scheme for working parents and supply wrap around care and pick up and drop off to school.

Since November 2022 we have changed the way we offer parents evenings to make them more useful and beneficial as it was difficult to conduct parents evenings weekdays when the nursery was still active and parents were working. Parents are offered to come to the setting on a Saturday with a booked timeslot to speak to their child's key worker and discuss any developmental concerns or praises they may have. Parents then have the opportunity to look round the nursery, see the children's work displayed, as well as have a chance to build relationships with other staff members if their little one is moving up a class and to meet parents of children that are in the same class.

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 2023.

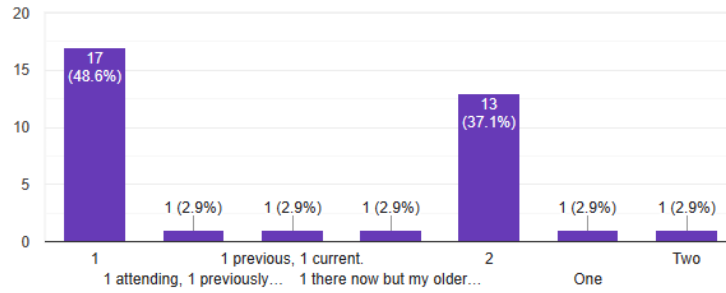
The survey was sent to 49 parents and we had a response rate of just over 71% which is a good representation of the opinions of our parents. The results were as follows.



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

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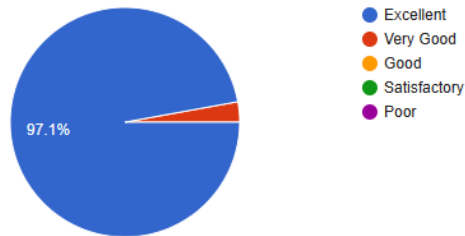
35 responses



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

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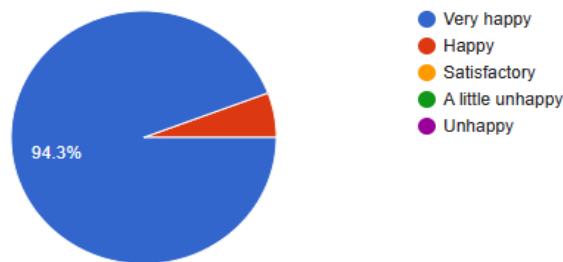
35 responses



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

[Copy](#)

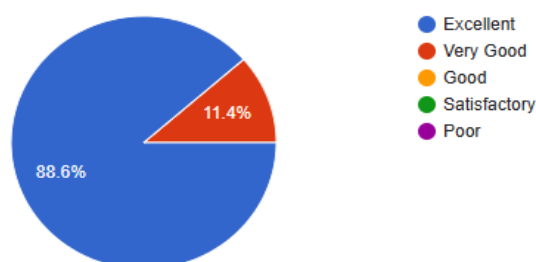
35 responses



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

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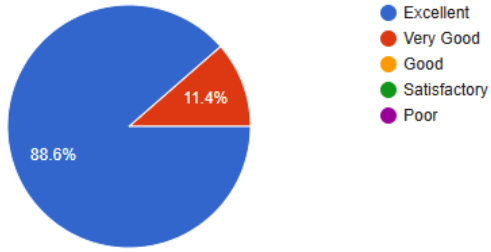
35 responses



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

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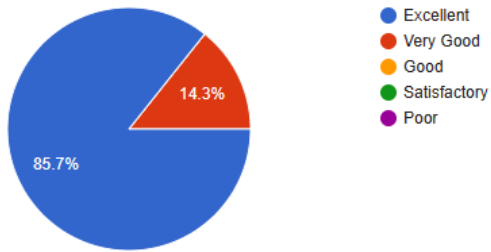
35 responses



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

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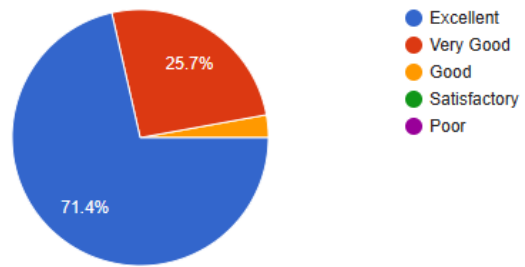
35 responses



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

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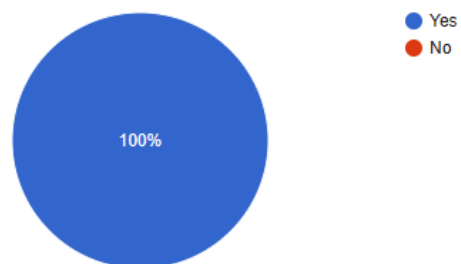
35 responses



Have you downloaded our EYLog communication app?

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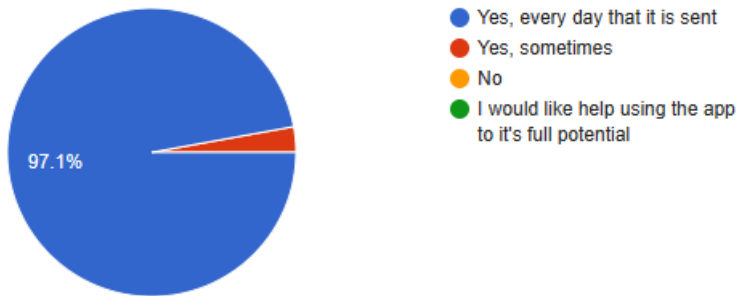
35 responses



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

 Copy

35 responses



If you answered no to the previous question, 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

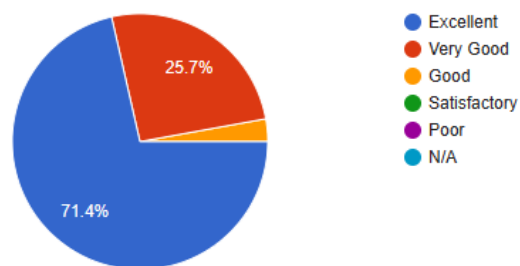
0 responses

No responses yet for this question.

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

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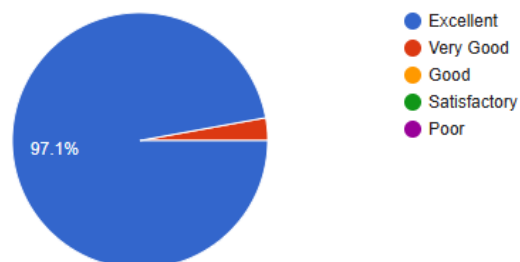
35 responses

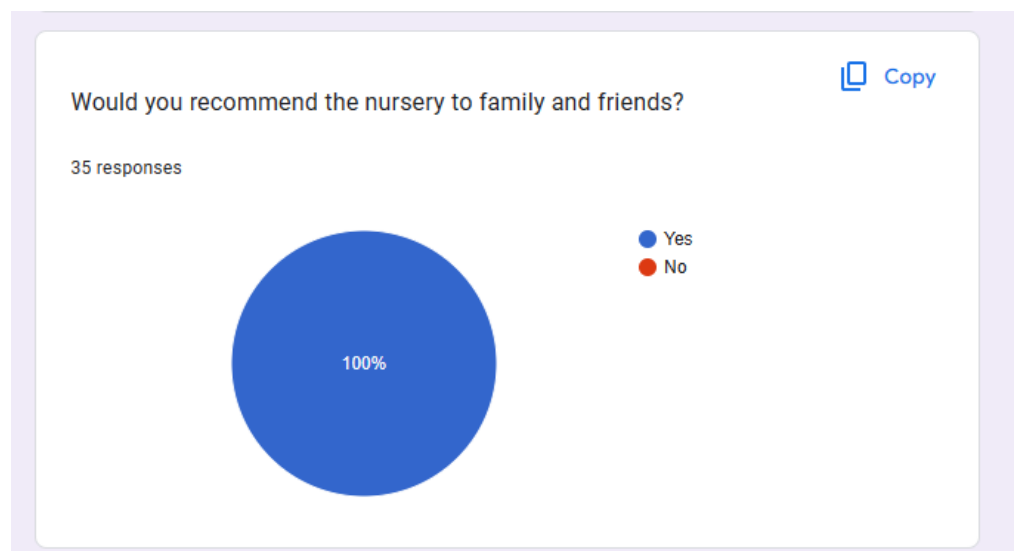
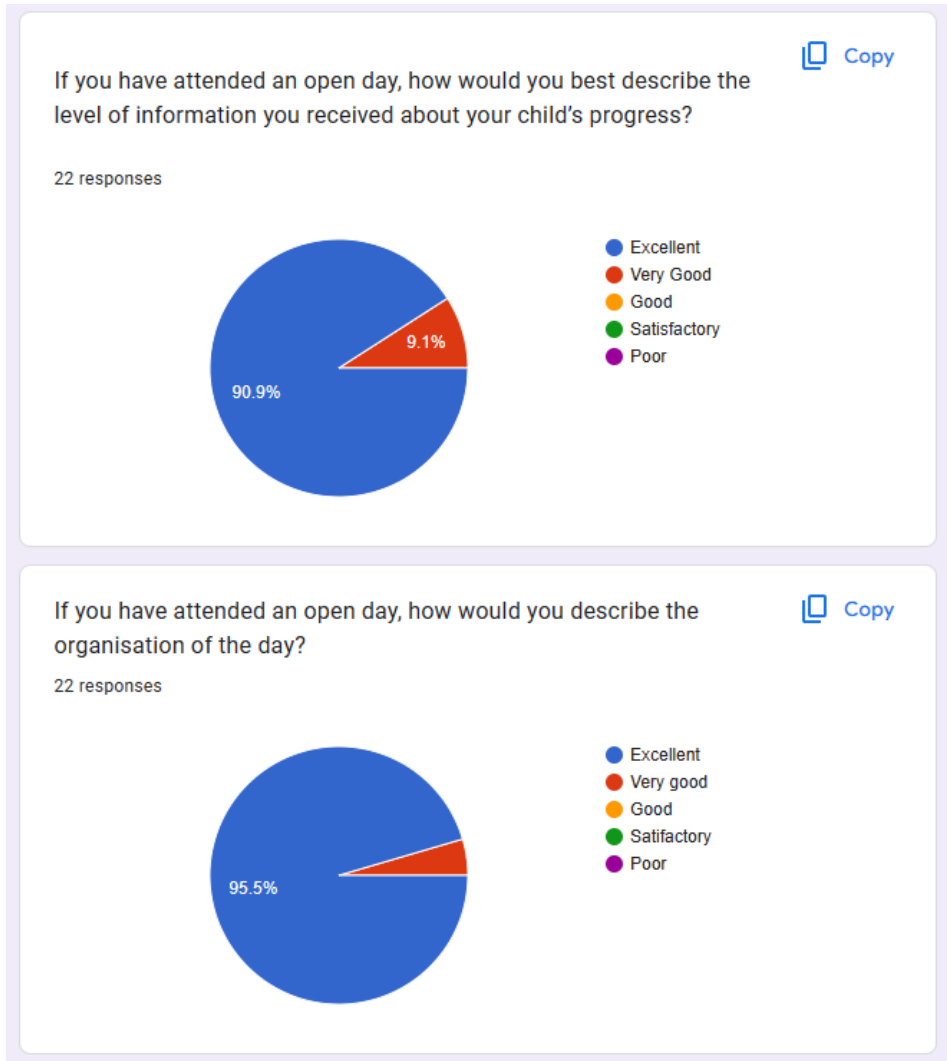


How would you best describe your level of satisfaction with our staff?

 Copy

35 responses





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

All staff are great and have helped my daughter over her time being in the nursery. So grateful for the support

No complaints or concerns. It would be nice for a little bit more of a specific update rather than a general blurb of what my child has done on EYlog e.g any struggles or accomplishments for that day. It's a bit general for all the children in that class at

the moment.

All staff at the at OUAT are amazing, since my second daughter has started, we were worried about her speech, since being here she has come on leaps and bounds and now talks my ear off!

I recommend you to everyone. It's a real sense of family. The staff retention is a credit to you.

Grayson couldn't be happier at nursery, and the peace of mind I feel when I drop him off knowing he is in the best care is worth the world! All of the staff are so warm and friendly, and even when I'm an anxious mam Natalie and Ffion go above and beyond to reassure me! It is so nice to see that all of the staff are genuinely happy to see him at drop off etc, so glad we found this nursery!

No chances needed

All the staff are amazing with my daughter. I have absolutely no concerns.

None, only thing I can think of is, I don't always receive a daily diary.

My daughter loves spending time with you.

Don't have any negative feedback I think it's a amazing nursery and Bobi loves it there

Staff are friendly and approachable. The Toddler staff go above and beyond to support my daughter with her toileting.

My child whilst he sometimes didn't want to go to nursery, this was only as he is a strong willed child who wanted to do his own thing however on being in nursery he would clearly enjoy and would run out happy. He would have lovely interactions with the staff which was wonderful to see that they would treat him in such a lovely way and have a bond with him.

We are extremely pleased with the nursery and in particular the staff who are always happy to see our little one. Whilst at nursery our little has developed significantly and is now very sociable. The staff always take time to speak to you and make you feel welcome.

Both Ada and Flynn thoroughly enjoy coming to nursery, the care and attention they receive from the staff is invaluable. Both of their personal development is a credit to the nursery and for that we will be forever grateful.

Snacks no longer on the daily diary, everything else is really good

The personal touch to this nursery is excellent and staff a fully committed to ensure your child is progressing but also that they are having fun and are well looked after. The staff have printed out reward charts for me to use at home, and are always happy to help with any concerns I have, I have full confidence that the best care is being given to my child and always recommend this nursery to others.

Both children have been extremely happy and content at once upon a time. The support and care given is amazing and makes the process of having to leave you children so much easier. Thank you

We are very happy with everything you do, our little ones think of you as if you were family

Both my children love coming to nursery. It feels like a small, lovely family environment and on days when my children are in nursery I know I don't need to worry about them , they will be having an excellent day, learning lots through many different methods and mediums. I am always impressed by the different themes the children learn about and the lengths the staff go to make this I tractive and interesting for the children.

Both enjoy the variety of food and snacks there. All the staff have an awareness of my children , despite not being their key workers. staff are extremely prompt to provide answers to any questions I have. I have done and will continue to recommend once upon a time to anyone looking for child care. all the staff have a true want to care for the children they look after and as a parent working full time this is so comforting. staff are so supportive of continuing with routines carried out at home and are knowledgeable about when children are ready to progress onto next steps e.g. toileting, meals sleep times well done once upon a time on all your achievements , all well deserved..

All of the staff are so friendly and it's obvious that it extends behind closed doors too, Arthur is always excited and happy to come in and you can tell that he gets along well with all of the staff There are multiple things that he has picked up from nursery from just 2 days a week which is a real testament to how big a positive influence the nursery is on him I honestly can't

fault the nursery or girls working there in anyway

I'm really happy with your nursery, excellent

I have never had any issues. The staff are really caring and supportive towards the children. I have seen both my children come on so well from being at once upon time and this down to all the hard work and time the staff have put in to make sure every child develops to the best of their ability.

Never had any issues with your services, and both my children love everything about once upon a time

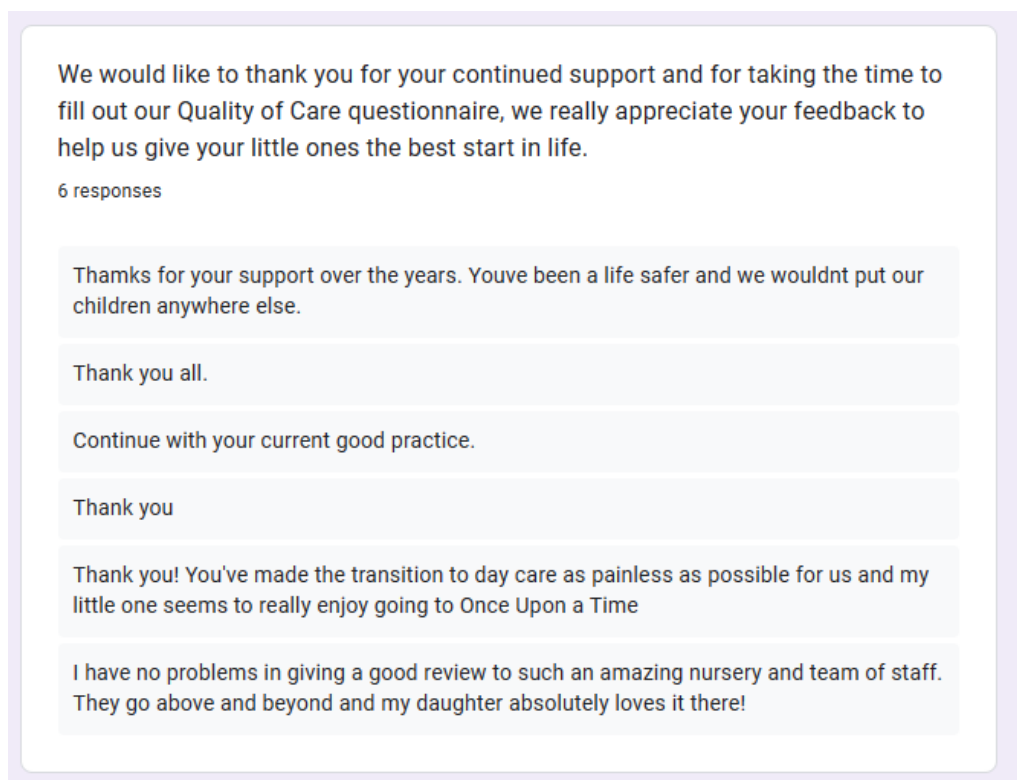
The staff are excellent; extremely helpful, great with my little one and very understanding, especially Ffion, Natalie, Melli and Becca.

My daughter has thrived since she started at Once Upon A Time and all the staff are amazing. I would highly recommend this nursery to everyone.

My sons development has come on in leaps and bounds, he's always happy and excited when coming in to see his becca and his meli. The time and patience put in to making my boy confident when making new friends and with his talking has been amazing. Thank you for all your hard work.

Amazing nursery, the staff are brilliant and will do anything they can do to help, I always feel I get lots of feedback about progress of my child. I love the app so I can see what my child has been up to on a daily basis.

Alfie has been attending for just under 6 years and to this day he still asks on a regular basis to come back (although he is in school). He attended back during summer holidays and you can tell by his excitement going and the smile on his face leaving that this nursery will always hold a special place and memory for him. He adores the staff and regularly asks about them. It's a relief as a mother that I can drop him off and his day will be filled with positive fun activities surrounded by a warm and welcoming staff team. Thank you x



Following the results of the survey we sent a secondary questionnaire to the parents to see if we could get feedback on their ratings for the menu. This is a copy of the survey and the answers received:

Questionnaire secondary survey

Hello, we would just like to say thank you for completing our Google Form questionnaire, our next steps will be to form a Quality of Care report with our findings.

As we have gone through the first stage of reviewing the responses, a common theme we found was the range of meals was rated between very good and good. For our rotating menu we have used inspiration from other settings, including school menus as well as full day care settings like us, staff have input as well as the children with previous meals we have tried that they have liked or shown a dislike to.

As a team we have already discussed what else we could include, maybe more detail for example health benefits and a more descriptive meal title, so you can see how many ingredients for example how many vegetables etc are in a meal and how the meals are served.

So following the questionnaire feedback we wanted to come to you and ask what you would like to see on the menu / what could we do to improve the menu going forward?

We are always striving to improve so would really appreciate your feedback.

Thank you

The management team

Answers

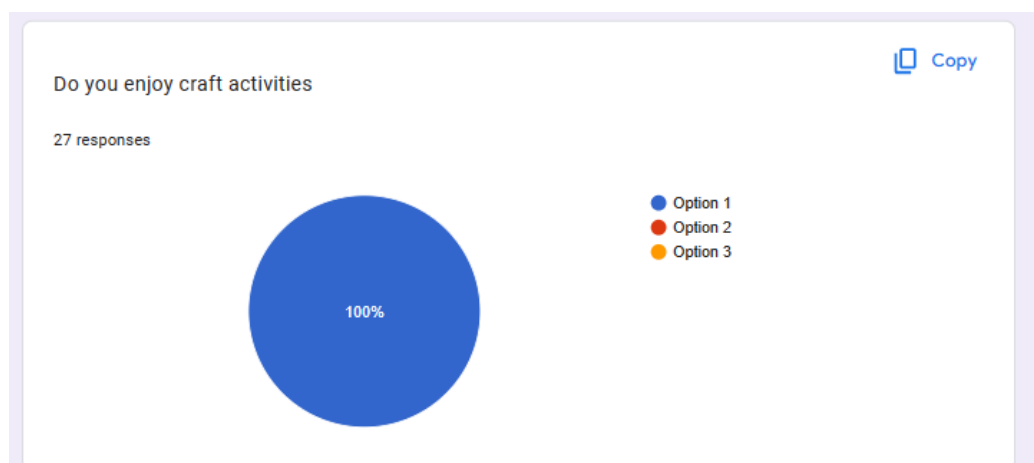
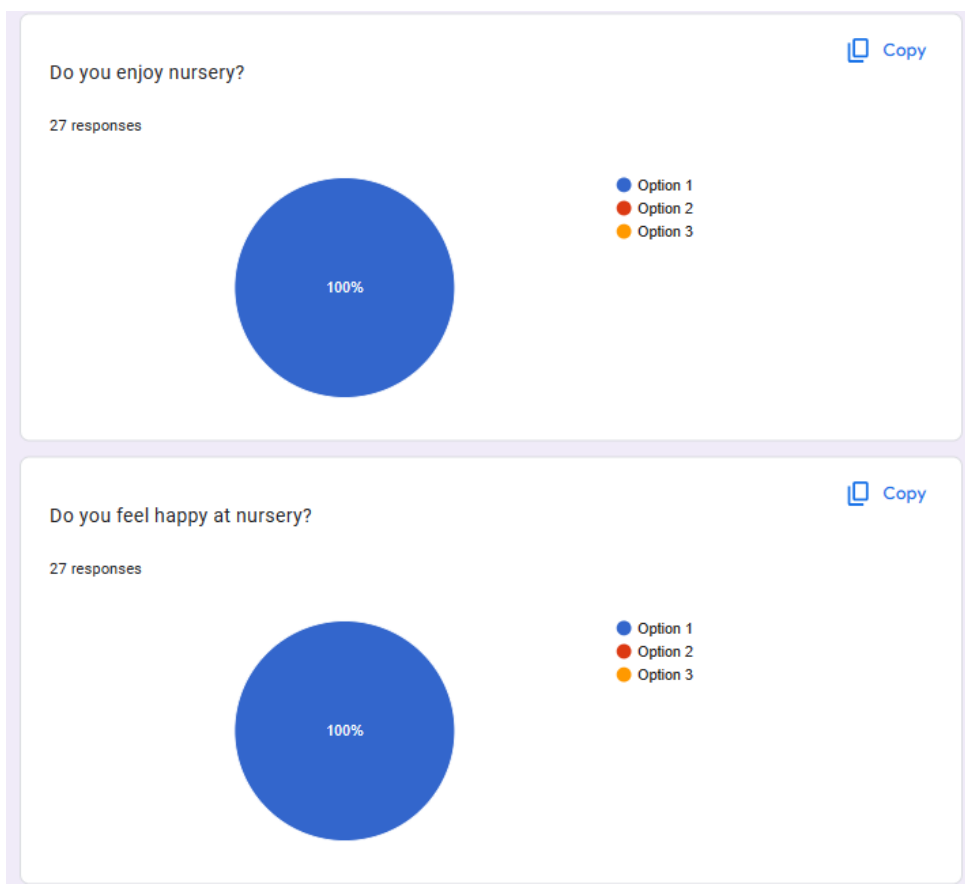
“In my opinion the menu is a amazing. I have absolutely no issues with the meals that have been provided.”

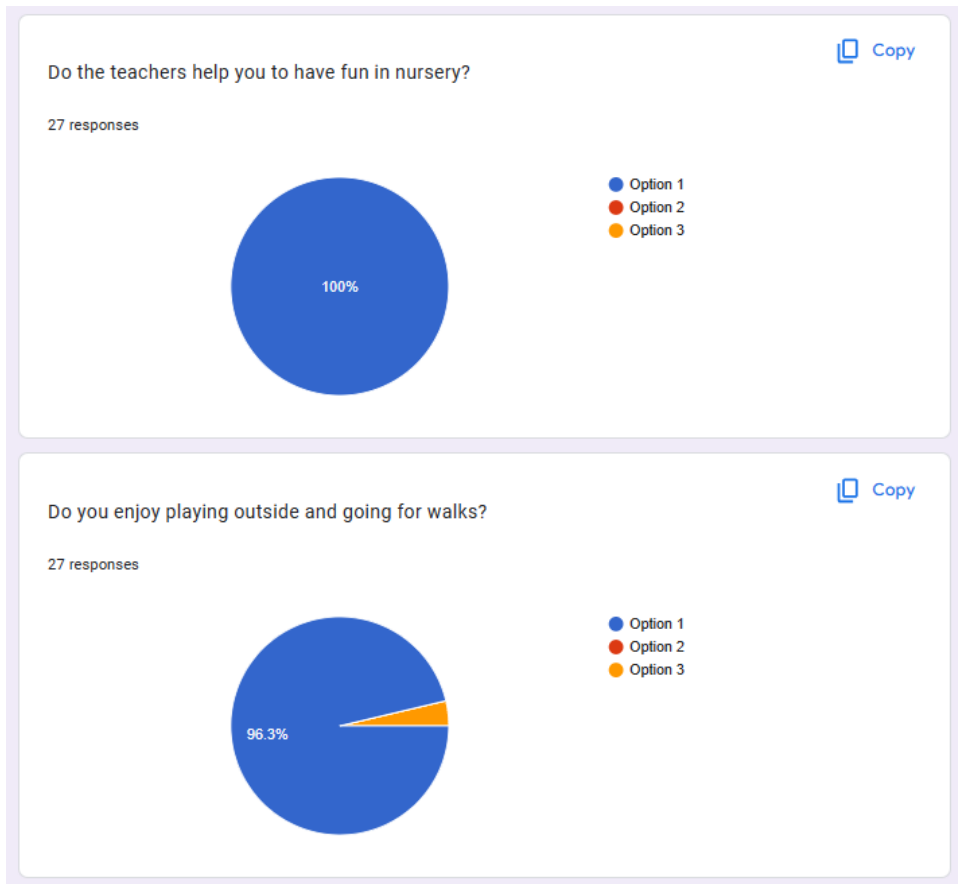
“I have no comments with regards to your meal choices I love the delicious, healthy and nutritional choices that you provide daily for the children”

“It would be good, if time allowed, to have the children helping to prepare or make their food. Think Montessori style cutters. Putting together say wraps etc at the table, pizza making etc. That's the only young I can think of sorry. As Llewelyn is more than happy with your food lol. “

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. Toddlers and Pre-school coloured in emoji faces to show their feelings about nursery as well as this, some of the older Pre-school children created a video of the nursery. The results were as follows:





What is your favourite area to play in? Copy

- Messy play
- Drawing
- Cars & Books
- Cars& Playdough
- Animals and books
- Dolls (Role play area)
- Role play
- Playdough & Books
- Maths toys
- Cars (small world area)
- Sensory room & Books
- Sensory Room

- Cars (small world area)
- Sensory room and books
- Role Play Area
- The free choice shelves
- Garden x 2 responses
- Outside x 4 responses
- Small world
- Paw Patrol (small world)
- Colouring
- Role play area
- Reading books

Additional comments from child/key worker:



James has excellent speech and language and when asked why he chose the sad face he said 'I want to see Mummy and daddy'

'Play outside'

'I love nursery' 'Green is for good'

Speech and language delay so pointed to faces when asked

'I like the slides outside'

'I like Oscar & Reggie'

Percy answered 'Yes' and coloured faces with no support

'My family is nursery'

'I am happy'

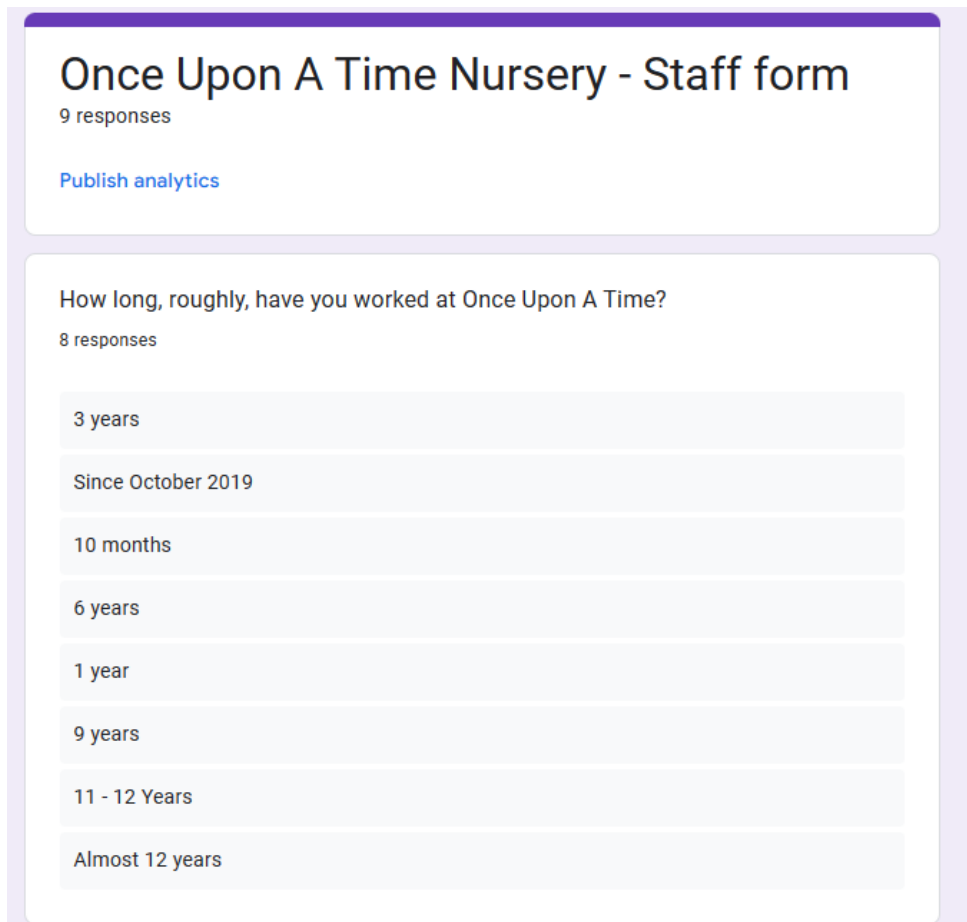
'I like to write my name'





Staff Satisfaction

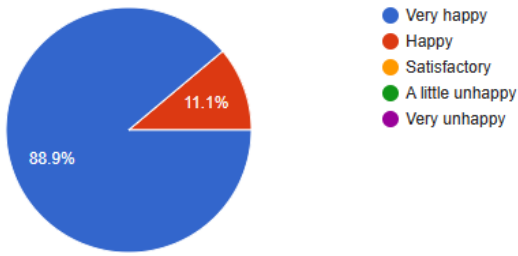
Staff satisfaction is assessed at regular staff meetings and six monthly as part of the staff appraisal process as well as annually through the Quality of Care, Here are the results of the survey.



How would you best describe how happy you are at work?

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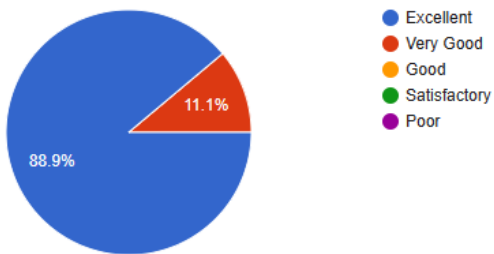
9 responses



How would you rate your satisfaction with the sharing of information from managers on need to know matters?

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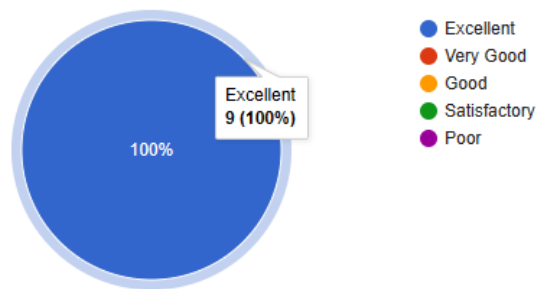
9 responses



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

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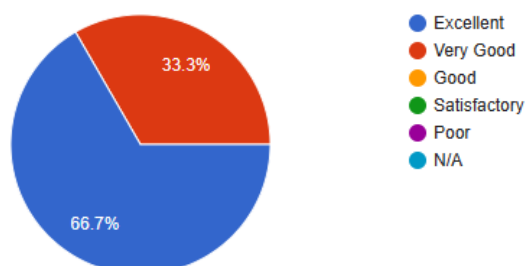
9 responses



How would you rate your opportunities to attend meetings?

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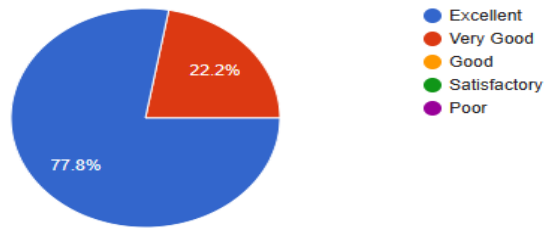
9 responses



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

 Copy

9 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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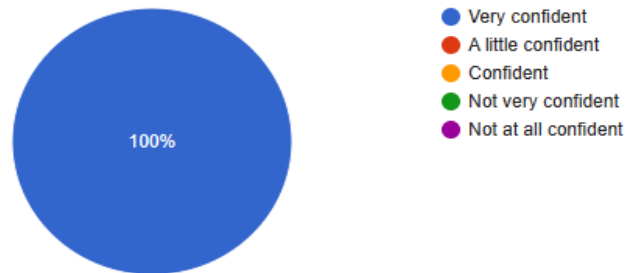
9 responses



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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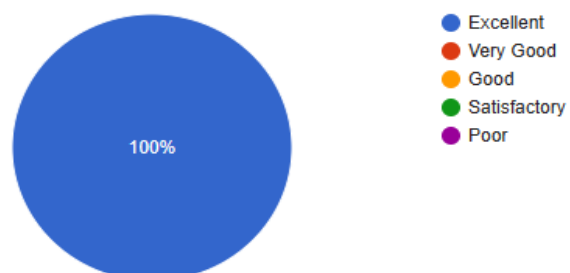
9 responses



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

 Copy

9 responses

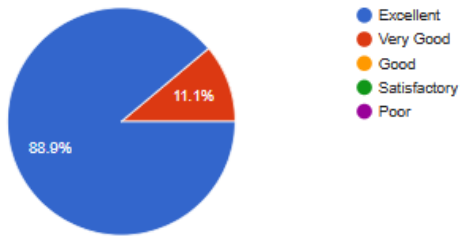


How are the opportunities to develop your continuous professional development e.g. attending training?



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

9 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

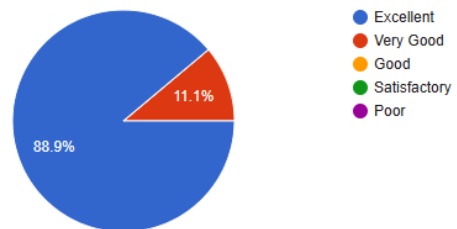
6 responses

- I find the app easy to use, although sometimes it can be a little slow.
- I'm finding it ok but still not fully confident with it, mainly with making sure the images I'm using for the children are ok and that I haven't got anyone in them who shouldn't be
- I'm finding the app good, and quite easy to use
- I have found the app easy to use, information is easy to put onto the childrens daily diaries and the medication and accident forms are simple to complete and send to the parents. I've not found any major issues with using the app that need changing
- I find this app to be the easiest to work
- Happy to use the app as I know parents love to see what their children are up to. Sometimes it logs put mid way through completing a child's app and then you have to re input all the data which can be time consuming / can leak into using it at addition time when we are in session

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



9 responses



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

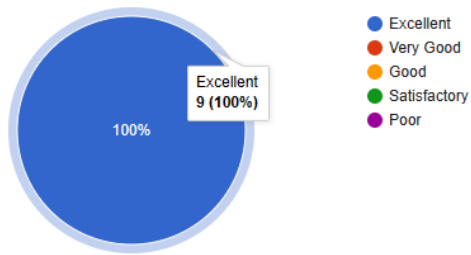
3 responses

- welsh speaking
- Organising
- How observations are carried out

 Copy

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?

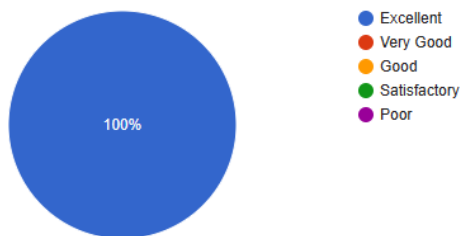
9 responses



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

9 responses

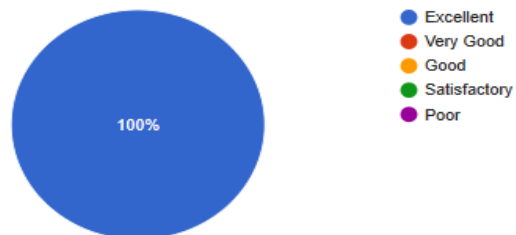


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How would you rate how the management team inform you of policies, procedures and risk assessments of the setting?

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

9 responses

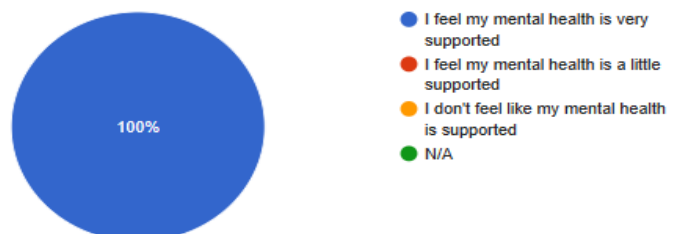


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How well do you feel like your mental health is supported when working in nursery?

(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)

9 responses



Outside Agencies Satisfaction

The nursery manager also asked the external agencies such as the Flying Start team, and Carmarthenshire County Council for their opinion on how the nursery communicates and works with them however the outside agencies we deal with are no longer allowed to fill in the questionnaires. We have spoken to the agencies and they are very happy with how we interact with them and have no issues with the setting. We always have wonderful feedback when welcoming Speech and language therapists, staff from Design to Smile or health visitors who comment that 'It is a really lovely nursery with such a family feel' Flying Start have conducted a SSTEW inspection and the summation is attached to this Quality of Care review.

Training and Development

The skills and knowledge of staff are kept up to date and there is a strategy for how this will be achieved. This process starts with the initial selection of new staff, where preference is given to those with an approved qualification or someone prepared to undertake study towards a recognised qualification in childcare. In line with best practice the approach to induction training is also being enhanced so that all staff sign to acknowledge that they have read and understood each section of the Nursery policies and procedures.

On going performance is reviewed at annual staff appraisals, which provide an opportunity for the Nursery Manager or Deputy Manager to agree any further training, or development needs with individual members of staff. Staff supervisions are held every three months where training will also be discussed.

As well as maintaining their mandatory qualifications in First Aid, Health & Safety etc. We intend to utilise the opportunities that are coming back since the pandemic and send the staff on extra training which includes face to face training. We have all attended and passes our Paediatric First aid training this year.

Improvements at nursery 2022—2023

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

Baby room renovations – Within the Baby room/ under 2s room, we have had a few renovations, thanks to a grant from the Welsh Government through the FIS, that include new flooring, so that the set up and flow of the room could be enhanced, as well as removing a tripping hazard where the old flooring joined together. A new fire exit door and window have been fitted which will help control the climate in the room as well as help with noise pollution. Our baby room continues to increase in numbers therefore we have purchased 3 new bunk bed cots to accommodate our increasing numbers accordingly.

6-seater buggy (under 2s) 6-seater bye bye bus (over 2s) – We have been very lucky recently to have funding from Flying Start /Welsh government / Family information service. Through this we were able to renovate the baby room and order 2 new buggies. Since receiving our new buggies we have been able to attend story time at the local library, feed the ducks and can go out for a walk within the local area more often helping to develop the children's sense of culture and local environment which is in line with the new curriculum for Wales.

Storage – We have been able to acquire 8 new storage units which we are using throughout the nursery, which will help us to organise resources more effectively which in turn also aids us in rolling out the new curriculum for Wales where the children will have easy access to toys and resources to make their own choices around what they would like to play with and how.

Healthy risk-taking equipment – While looking at incorporating the new curriculum for Wales we put healthy risk-taking equipment on our wish list with Flying Start. We were very grateful to receive a balance see saw and wooden stepping stones. Being a nursery in the middle of a busy town centre, having this equipment helps us to provide the children with opportunities for healthy risk taking/ experiencing elements of forest school.

Seats – To continue to provide quality childcare another item that we requested on our wish list was new seating for the children. This gives the children a comfortable place to enjoy stories both as a class and independently.

Welsh resources – Along with Flying Start and Welsh Government grants there was also a £350 Welsh resources grant available for us to access to ensure we can incorporate the Welsh language as much as possible. We purchased a range of flashcards, wooden Welsh animal labeled blocks, classic story books such as We're going on a Bear Hunt and Room on the Broom as well as simple picture books for the younger ones, Sali Mali puppets and a Welsh alphabet abacus. Welsh culture is a focus within the new curriculum so these resources will help us to deliver the language to the children more frequently and in a natural way.

Outdoor foam cushions – We have an outdoor playhouse which we have bought new foam cushions for safety and comfort as the seats were a little hard, when the children wanted to engage in role play or read stories.

Progress days- Due to nursery being open 7.30am – 6.30pm most days it was becoming increasingly difficult to conduct productive parents' evenings as well as there still being some slight risks around Covid- 19 when there were a lot of people still on site. As a team we discussed our options on offering parents evenings and we came up with a progress day. This is held on the weekend for a morning or afternoon session, parents can bring their children and book a time slot to speak to their child's key worker. This also gives the parents the opportunity to see the room their little one is playing in, meet parents and meet the staff their little one may be moving up to in the next class. Since conducting the progress days in this way, we have had great feedback and look to continue to inform parents about their little one's progress in this way. Parents feedback "*Great communication within the setting with regards to my child's progress*" We are very lucky to have a team that will dedicate their free time to conduct parents evenings.

Ipads – Our communication app is very well received by all parents, and they thoroughly enjoy the information that we post on their daily diaries with regards to what their child has been doing as well as updates of upcoming events. However, with limited technology supplies it was sometimes difficult to complete this on time for the end of the children's session. Having more iPads has helped us to fill out the app more efficiently. As well as this we can offer the children more opportunities to develop their ICT skills as this has also been highlighted as a skill in the new curriculum for Wales.

CCTV – Security of the nursery is paramount and with the capital grants available to us we have purchased an additional 16-piece HD CCTV set, to add to our current 16 CCTV set so it will cover more areas of the nursery both indoor and outdoor in more detail ensuring that the safety of the nursery, staff and children is paramount.

Community links – Since last August our manager, Rebecca Bello has been continuing to work with Lorena from the transforming Tyisha project. Rebecca has been attending community meetings and imputing ideas to the project team about our vision for our local area in the coming months. For example, we would like to organise a family fun day for the people of Tyisha as well as the families of the children who access the setting. Expanding childcare at the old Copperworks sight to enhance childcare spaces, potential for ALN spaces and maybe a community hub. As well as this we are particularly interested in the land opposite the nursery and would like to help with transforming it into a community garden where the children and staff would look after the area, plant fruits and vegetables and maybe offering a coat service in winter months anyone willing to donate coats can leave them with us and we will put them in the garden for local people who are in need. Another idea we had was to bring settings together for a networking session, a space for providers to have a chance to discuss the difficulties as well as positives childcare is facing at the moment. This would link in with Flying Start and encourage other settings further afield to work with their local community champion.

Top 20 rated nursery in Wales - We are delighted to have been awarded “Top 20 Rated Nursery 2023” Award for Wales for the second 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 nearly 12 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 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.

“My middle child attended Once Upon a Time for four years. On returning almost five years later with our new baby, the same staff are still present. It is a warm, friendly and child-centred setting. Staff provide children with varied activities and foods. There is excellent communication. I am reassured my little one is happy and safe there. We, as a family, would highly recommend it.”

“Both of my children have attended Once Upon A Time and honestly, I would never think about taking my children anywhere else. The staff are absolutely amazing, each one is caring and will do everything in their power to help you in any way they can. Both of my sons started there at 1 year old and they loved it! My 5-year-old still talks about his time there and my 1-year-old always has a smile on his face when we are at the door. They do amazing things to assist children's development, and my son's speech has come on amazingly since being there. The home-cooked meals are wonderful, they smell amazing and are packed with all the things children need for a healthy balanced diet. I cannot recommend this nursery enough! They have been such a big part of my children's lives and I will always be thankful to them for all they do.”

“My daughter loves this nursery. She started as Flying Start but has now started full days. She comes home so happy and goes in with a big smile on her face. She talks about all the staff members at home, especially the nursery nurse and the manager. and can't wait to tell them about her weekends and days out. She is so safe here and is absolutely thriving. The app is absolutely brilliant. We love seeing what she's eaten and what she's been doing all day. The activities they do with the children are fantastic and my daughter always comes home chattering about what fun things she's done that day. The best nursery we've encountered and highly recommend to anyone looking for a safe, welcoming and happy setting for their children. Would give more than five stars if I could. We are all so happy with absolutely everything the nursery does and provides. It's going to be a sad day when our daughter no longer attends.”

“My little boy started in September and he absolutely loves going. He runs in smiling and the staff are very welcoming towards him. I have detailed daily updates with photos and have feedback on relation to his eating (very fussy eater and nursery are helping a great deal in overcoming this). I have an older child but have never used a nursery before but can see that my youngest is thriving in this establishment. Would highly recommend.

Security wise - I'm confident that my little boy is safe there and was very impressed with security on his induction session.”

Quality For All Framework- We are currently undertaking the QFA framework. Early Years Wales believes that consistently meeting all regulatory requirements to the highest standards, and continuously reflecting on and evaluating practice is key to the delivery of high-quality childcare where the best possible experiences and opportunities are provided for children and families. The QfA Assessment Tool is a living improvement plan that supports childcare settings to provide outstanding quality services. It gives a consistent approach to demonstrating high-quality across all types of childcare provision. Our role is to help providers to achieve and maintain the highest standards, giving them the opportunity to gain recognition for the investment and contribution that they and their staff make.

Discovery table and sand tray- We have created a mud kitchen / zone and new sand pit area for the children in the garden, so their learning and development is enhanced, extended and continued in the outside provision. Providing the children with these areas outdoors in a free flow access aids us to incorporate and support the new curriculum for Wales both indoors and outdoors. This idea has also come from recently planning in the moment training we had through Flying Start with Anna Ephgrave which the ideas were also cascaded to all other staff and room leaders to think about how they could change or enhance their areas and children's exploitation and investigation.

Community Family Fun Day x2- May 31st we had a taster session for a family fun day with resources from the nursery over on the grass at Maes Yr Gors (behind the old Copperworks school) we had light refreshments.

We provided our families and local community with a free family fun day during this day we had emergency services vehicles, Llanelli Autism Mama's Association, photo opportunities with Miss Wales, Princess Anna and Daisy the cow, a magic show with circus skills and face paint. We had wonderful feedback and from this planned to open it to the wider community and advertise on our social media (Facebook) so more people were aware of the event for something to do in the summer holidays. On Monday 7th August we had our next event with outside vendors such Asda with their healthy eating program, St Pauls Family Centre with arts & crafts, Llanelli library promoting library services, photo opportunities with Daisy the cow, Mickey Mouse and Miss Young European International dressed up as Princess Anna, Face painting by the Transforming Tyisha team, Hywel Dda Health board with healthy eating and immunisation team, messy play by reflect/ Gwennlian education balloons, ice lollies, drinks as well as our buses, mats and garden equipment. Counsellor Suzy Curry attended the event alongside our Flying Start support officers. A great day was had by all, with children from a few years ago visiting us as well as meeting new people who are in our local community. We received a lot of wonderful feedback as well as the vendors of the event people were very surprised that it was a free event that all could attend and that there were a wide variety of activities and freebies they could have. With such wonderful feedback we will continue to work with the transforming Tyisha team, attend local meetings and plan for future events.

Protected lunch hour – We have introduced a protected lunch time to give staff an undisturbed lunch hour, where they do not need to answer the door. Parents will need to make prior arrangements with management to collect their child between 11.50am-12.50pm.

Ratings

As part of our Quality of Care review and to help promote continued improvement, CIW will rate the nursery in four areas in our next inspection. 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.

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. We also hold progress days for the parents on a Saturday where they have a booked time slot to speak to their child's key worker and discuss how their development is coming along. We have an excellent key worker system and parents see their little ones key workers during hand overs at the door so most information is passed on here, these progress days give the parents an extra chance to discuss anything in more depth.

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 weekly 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 paper 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 in the middle of our Quality for All assessment. We have the SSTEW assessment with Flying Start, and completed the SASS and RCT as self evaluations all of which combine to give us a clear understanding of our nursery and how it can keep evolving. Moving forward we will be using the following as discussed with Flying Start and are aware CIW are looking to use these models within daily practice to help evaluate our practice as well as looking at children's development.

- A Quality Framework for Early Childhood Play, Learning and Care in Wales.
- Early Childhood Play, Learning and Care in Wales: A Reflective Practice Toolkit
- Early Childhood Play, Learning and Care: Developmental Pathways for 0-3

Environment - Excellent

We offer the children an excellent environment to learn and develop in and we are very lucky to have recently received several grants to help us buy new equipment and resources for the nursery, that have made the environment safer for the children with a better variety of risk taking equipment and new resources.

We offer a safe and exciting space that the children feel confident to explore and develop in.

Development plans 2023/24

We have applied for the Capital Grant with FIS and if successful we will change the flooring in Toddlers and preschool as well as the hall.

We will clad the back wall to help stop any damp issues caused by the weather.

We are planning to apply for the grant again in 2024 and hope to redo the existing toilets, we are in the process of planning the best use of the space

We are looking at having a separate staff room which is being planned at the moment.

We are planning on introducing Welsh policies to go alongside our English ones.

We are in discussions with the local council to look after a piece of land opposite the nursery and turn it into a small community garden

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:

Action	Target Date
CIW Inspection	July 2023
Staff Meeting to discuss improving activities etc.	Weekly
Parents Newsletter	Termly
Annual survey of all parents	Sept 2024
Staff quality monitoring meeting and Staff satisfaction survey.	Sept 2024
Complete policy review	Feb 2024

Summation from our Flying Start Sustained Shared Thinking and Emotional Well-being (SSTEWE) assessment

Crynodeb o'r adborth / Feedback Summary

Observers would like to thank all the staff at Once Upon a Time for a fabulous morning and for allowing us to undertake the SSTEWE 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 SSTEWE 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 SSTEWE 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!