



Once Upon A Time Day Nursery

Review of Quality
of Care Report
2025/2026



Quality of Care Report 2025/2026

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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 and 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 four years. Through Early Years Wales we have won the Setting of the Year award in 2024. 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 0-2 years Baby room, 1:4 in the 2-3 years Toddler room and 1:8 in the 3 years+ Preschool room. The nursery welcomes children from all walks of life including children with additional learning needs and children whose first language differs from English or Welsh and will ensure developmental and appropriate care and attention is given to all. 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 or working towards it and we also take apprentices on and encourage them to continue their CPD through the levels. We welcome students and volunteers 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 Playwork, Camau Welsh course and Elkan speech & language training among a wide range 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 it is embedded into activities throughout the day. We can translate information into another language if necessary.

The nursery continues to work towards the Welsh active offer, we have achieved our Bronze Award with the Welsh Promise and are currently working towards the Silver award with the help of our Flying Start Welsh language officer. All staff have undertaken the Camau Welsh course which has developed the staffs confidence greatly, this means even more Welsh is spoken on a daily basis.

We completed the Quality For All assessment in 2023 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 which were: “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 had 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.

We use the EYlog app for communication with parents and it has proven to be very effective and well liked. The app allows us to send and receive messages with the parents and we also send a daily diary noting any nappy changes, what food was eaten as well as daily activities and a photo of the child.

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 make 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 over 10 years, we attend a wide and varied range of training opportunities that include healthy risk taking, attachment, enabling adults, 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, the 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.

As a nursery 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 three years ago, their success means this is now the way we conduct parents evenings.

Parents evening is now held termly on a Saturday morning (through feedback from families we found that this was the best time for them to be able to attend.) Nursery is open for over 4 hours through the day and parents can book appointments with their child's keyworker giving them quality time to discuss development pathways and next steps. This also gives them a chance to see the nursery and meet other parents.

We have built relationships with community professionals over the last few ⁶ years and we have invited them to come into our progress days to meet the parents and offer advice, 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 who are 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 next progress day we plan to have animal encounters, with rabbits, guinea pigs and a tortoise as well as Burns therapy dogs, spreading the word of local businesses and charities. 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 2025

The survey was sent to 34 parents and we had a response rate of just over 70.5% which is a good representation of the opinions of our parents. The results were as follows:

Once Upon A Time Nursery - Parents form 2025

We would be really grateful if you could fill out the anonymous questionnaire below to give us feedback on the services and care that we provide to you and your little ones.

This questionnaire is a part of our Quality of Care review, with our CIW inspection report, and your feedback, along with staff and children's comments, help us to continuously develop the nursery, to create a safe and exciting place for your little ones to learn, grow and develop.

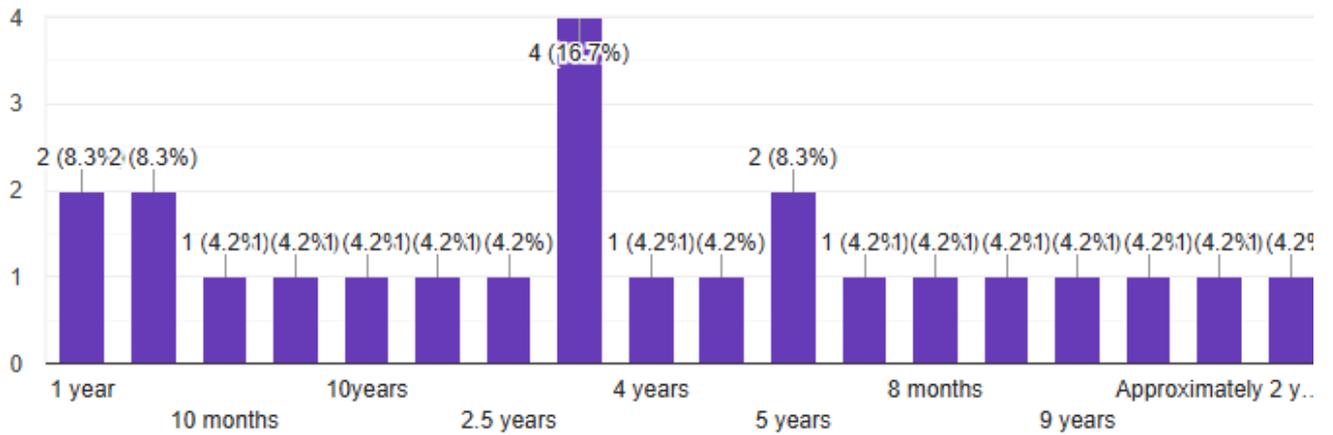
Can we ask that Quality of Care questionnaires are sent back to nursery at your earliest convenience/no later than **FRIDAY 29TH AUGUST 2025**

Thank you 😊

Approximately how long have you been using our service?

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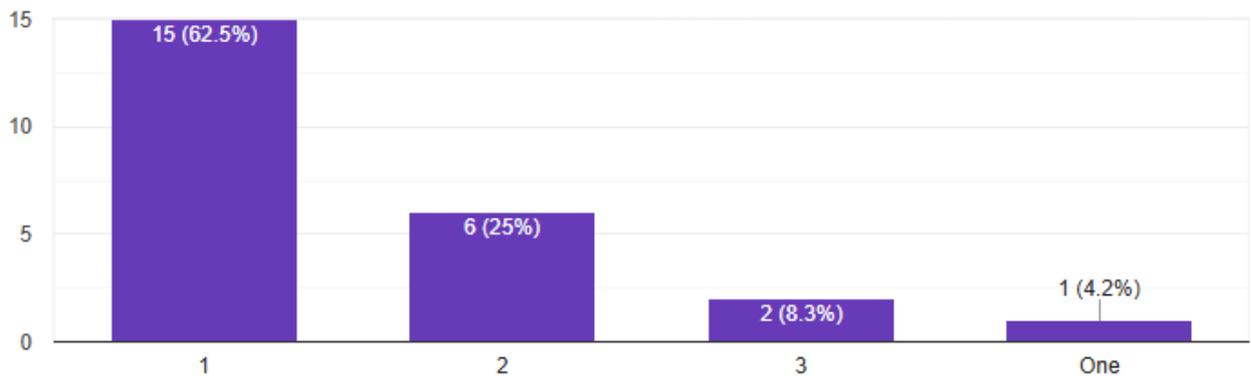
24 responses



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

[Copy chart](#)

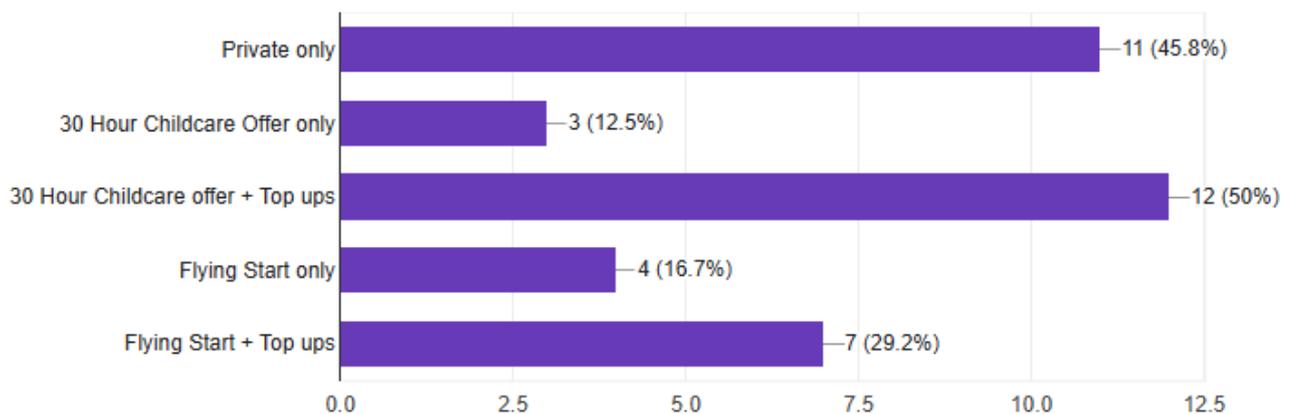
24 responses



Mark as appropriate

[Copy chart](#)

24 responses



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

 Copy chart

24 responses



- Excellent
- Very Good
- Good
- Satisfactory
- Poor

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

 Copy chart

24 responses



- Very happy
- Happy
- Satisfactory
- A little unhappy
- Unhappy

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

 Copy chart

24 responses



- Excellent
- Very Good
- Good
- Satisfactory
- Poor

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

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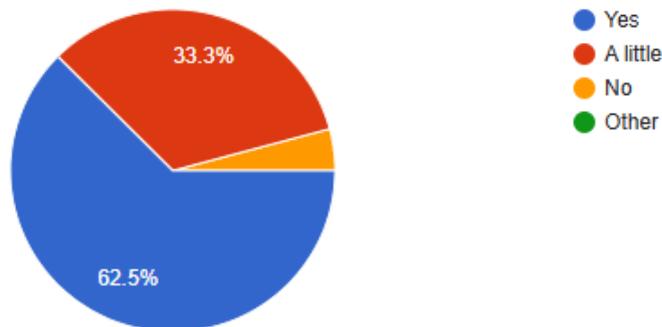
24 responses



We are working towards the Welsh Promise which is aiming to have 1 million Welsh speakers by 2050, have you noticed your child using any Welsh language at home?

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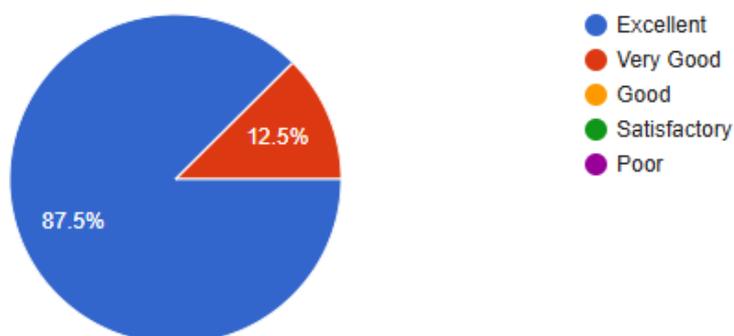
24 responses



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

 Copy chart

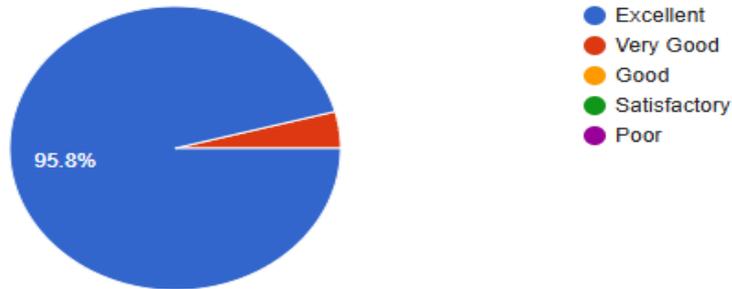
24 responses



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

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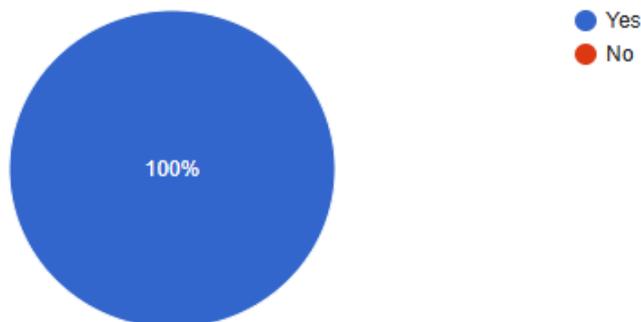
24 responses



Have you downloaded our EYLog communication app?

 Copy chart

24 responses



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

 Copy chart

24 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 and cream etc.

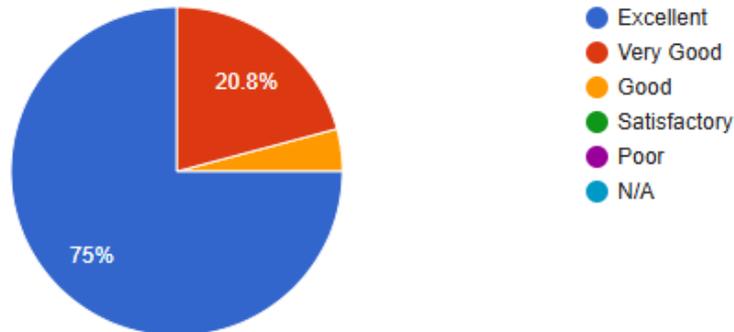
1 response

Sometimes it's hard to find how to send a message to the nursery

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

 Copy chart

24 responses



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

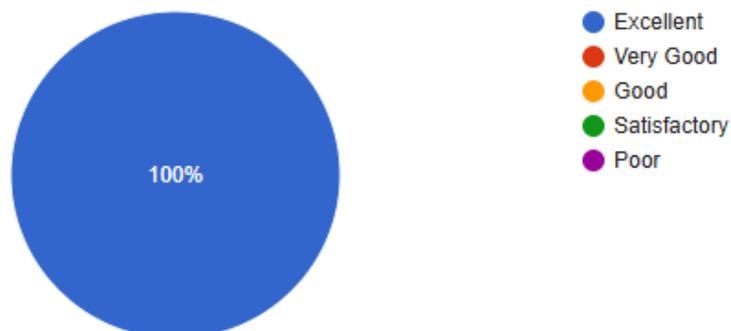
1 response

The only reason I chose very good not excellent as I would love to have updates throughout the day as a pose to at the end of the day

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

 Copy chart

24 responses



[Copy chart](#)

How would you rate their handovers, time they have to discuss topics during a hand over and their knowledge on children's development?

24 responses

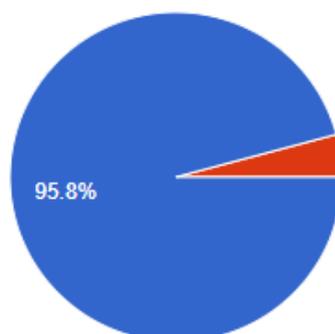


- Excellent
- Very Good
- Good
- Satisfactory
- Poor

[Copy chart](#)

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

24 responses



- Excellent
- Very Good
- Good
- Satisfactory
- Poor

[Copy chart](#)

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

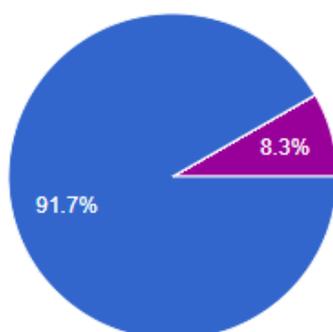
24 responses



- Excellent
- Very Good
- Good
- Satisfactory
- Poor

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

24 responses



- Yes, I have already attended a progress day
- Yes, I would be interested in attending a progress day
- No, but I would like to attend a progress day in the future
- No, I haven't attended an progress day
- My child is attending full time school, therefore I don't feel like it is needed

If you have marked no to the previous question, is there anything we could do to help you attend the progress days? For example more notice.

0 responses

No responses yet for this question.

If you have attended a progress day, how would you describe the organisation of the day, resources and opportunities we provide in our waiting area as well as we can sometimes can have outside agencies from our local community?

24 responses

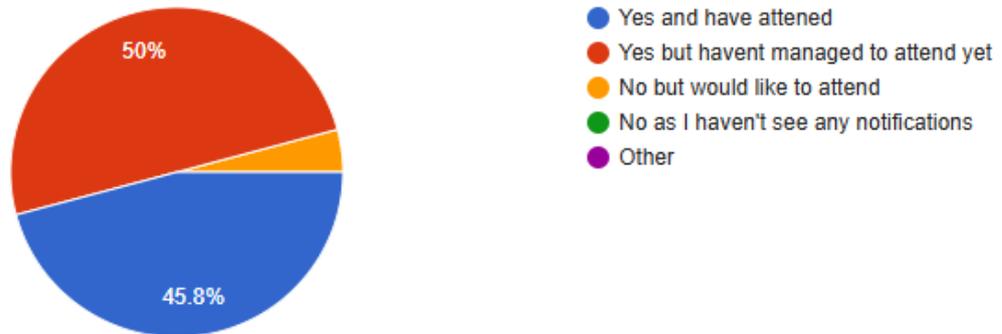


- Excellent
- Very good
- Good
- Satisfactory
- Poor

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 chart

24 responses



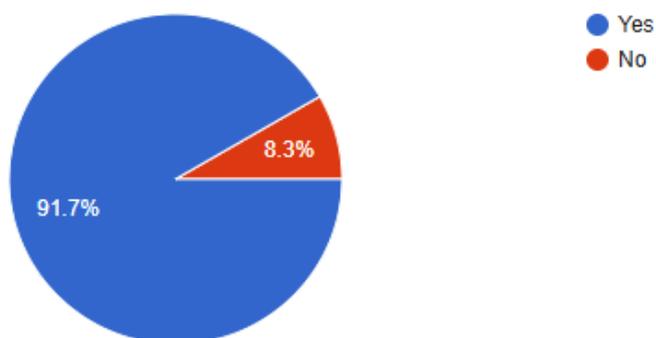
Do you follow our Facebook page?

 Copy chart

If not you can click the link below to follow

[Facebook](#)

24 responses

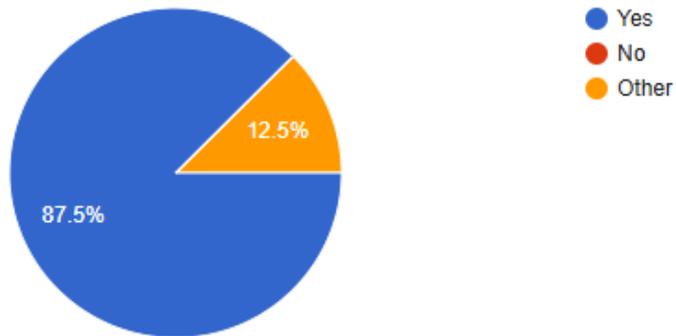


If you follow our Facebook page are you happy with the content provided?

 [Copy chart](#)

*Note: Children's daily photos are sent on the EYLog app not posted on Facebook.

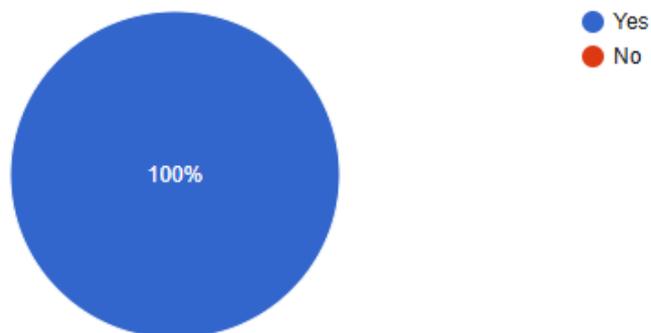
24 responses



Would you recommend the nursery to family and friends?

 [Copy chart](#)

24 responses



Following this questionnaire have you got any compliments, complaints, concerns or suggestions for the nursery, staff or services?

*We love hearing positive feedback and sharing any compliments with our staff members so please feel free to share with us any compliments or comments you have regarding the nursery, staff and the services we provide.

*If you have scored us below 'very good' / chosen 'other' in any areas, please could you also let us know what we can do to improve the score and we will do our best to accommodate your requests, as we always strive to be the best that we can be. The manager will address any concerns and share the Quality Of Care report with you once all questionnaires have been received.

24 responses

- You guys are the best! No, seriously, for my children you are like family and that's something I deeply appreciate as , being an immigrant, the rest of relatives live far away.
- I absolutely love this nursery and can't imagine sending my child anywhere else! The staff are always incredibly kind and I can tell my child is extremely happy here. There's always such a variety of activities going on every week and from conversations had with my little one he's always having fun too!
- All good
- My son has come on so much since being with yourselves, we have noticed a huge difference in him regarding his social skills, communication and confidence. The difference we noticed even after a couple of weeks was really amazing.
- My daughter began with you in January, she has always been shy around new people, the staff did a staggered start to her journey into nursery and this helped her massively. She has come on so much, her confidence is glowing now, she often picks the staff flowers, talks about Stacey, Emily becka, melee and bev. She has a beautiful professional relationship with the staff. She is excited to attend nursery. Nursery supported amazingly through her transition out of nappies and really followed her individual needs. I have a back ground of working in nurseries throughout my career, and would highly recommend this provision to everyone. My favorite part of the day is the update on the app. When I am working and get to see her happy face in setting, the staff have never once forgotten to update (although would understand if that was to happen). Honestly can't thank this nursery enough for the time they have taken to care for our daughter, it takes a lot for a parent to trust someone to care for their child, and I wholeheartedly trust every staff member with our girl. No positive recognition for this nursery could ever be enough, thank you for everything.
- Friendly happy caring staff. Always happy 2 help and always have a smile on their faces. Children love going and always telling others about the staff and what they have done whilst there.
- My little one comes with a lot of complications and a complex background but staff understand him. He feels accepted and loved as the person he is. I am grateful for the fantastic support he receives
- Only suggestion id like is more updates throughout the day like other nurseries provide.
- The staff at this nursery is amazing, keeping me updated on Freddie's behaviour everytime as I have had my concerns with him at home. They have been praising him Aswel for looking after the new baby we have at home and I am seeing a huge improvement on his speech and play.
- I would like to thank all staff at this nursery. They have gone above and beyond for my son and brought him on in so many areas of his development. I really wish I had started him here earlier than I did as the difference in him is amazing. He is now always willing to try new things at home which was a big issue beforehand, they got him toilet trained which he completely refused at home. I get daily updates, very good feedback and he goes in and comes out very happy.

Following this questionnaire have you got any compliments, complaints, concerns or suggestions for the nursery, staff or services?

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*If you have scored us below 'very good' / chosen 'other' in any areas, please could you also let us know what we can do to improve the score and we will do our best to accommodate your requests, as we always strive to be the best that we can be. The manager will address any concerns and share the Quality Of Care report with you once all questionnaires have been received.

24 responses

- Couldn't possibly sing once upon a times praises any more, they are all incredible. After previously working in a nursery myself, and having to pull Grayson from another setting due to a bad gut feeling etc, I have been met with nothing but clear communication, staff who genuinely love spending time with the children, and a setting that continually helps him explore and grow as he ages. Any changes are always clearly communicated, handover and pickup is always a relief knowing 1- the girls genuinely get excited to see your child and 2- they are in the safest hands and you can see how much fun they've had! Even while attending family fun days etc or going to playgroups, when we mention Grayson goes to once upon a time we hear nothing but praise from other families and professionals! Grayson has grown so much in confidence over the last two years attending here, he has learnt so much, all of his skills and interests have been encouraged and he regularly talks about his teachers at home and how much he loves them! The outdoor area is amazing, and is the highlight of his days, and the variety of activities keeps him very entertained! We love being able to see pictures at the end of the day and find the app so helpful, me and Rob jump to check it when his daily log comes through! Becca and Meli have also gone above and beyond to attend multidisciplinary meetings during the transition to his school and discussing additional needs that he has, always liaising with relevant professionals and keeping us in the loop! Can't recommend enough, they are all amazing ☺
- I am extremely happy with the service provided by the nursery. All staff have made the effort to get to know my children really well, paying attention to their likes and dislikes and ensuring that their voices are heard. The nursery communicates everything really well and I feel like I know exactly what my children have done every day in nursery. My children are always happy to go into nursery and always come home excited to talk about their days. They will always compliment the food they have had and it is often documented that they will have been offered more, menus are also varied. My children's Welsh language has developed well with encouragement and sessions in nursery. The open days and family fun days have all been well organised and fun to attend. I have recommended this nursery to many family and friends.
- Two of my children have attended the setting throughout their early/preschool years. The children are at the centre of everything at Once Upon a Time. There are varied activities and learning opportunities afforded to them. Which certainly lessens the guilt of working parents. This has provided them a solid foundation and made the transition to school a breeze. Helping shape their social and emotional development. It is evident staff, management and the owners care deeply for the children from the warmth/care they demonstrate. During our 10 years at the setting much of the staff remain, which I feel speaks volumes that it is indeed a lovely place to attend and work. As parents the communication/updates we receive are excellent. Furthermore, it is lovely to see Once Upon a Time engaging and supporting their local community. I've recommended the setting to numerous friends and they all echo these views. I can not thank them enough for the care they've provided to my children.

Following this questionnaire have you got any compliments, complaints, concerns or suggestions for the nursery, staff or services?

*We love hearing positive feedback and sharing any compliments with our staff members so please feel free to share with us any compliments or comments you have regarding the nursery, staff and the services we provide.

*If you have scored us below 'very good' / chosen 'other' in any areas, please could you also let us know what we can do to improve the score and we will do our best to accommodate your requests, as we always strive to be the best that we can be. The manager will address any concerns and share the Quality Of Care report with you once all questionnaires have been received.

24 responses

- We are thrilled with the level of care and service provided by the nursery. I find all the staff members friendly, informative and have a real care for the children's happiness and wellbeing. My child always comes out in a great mood like he's had the best day, and by the photos he definitely has! I would always recommend this nursery and don't have any negative points from our experience in nearly a year. My child starts flying start in a few weeks, and I'm positive he is going to love spending more time in such a lovely place. We chose some upon a time, as several friends children already attended and their experiences through multiple children was always very good - this just shows the level of trust parents have in you around their children. We also speak a lot of Welsh at home with both children attending a Cymraeg first language school. We have asked for our child to be spoken and communicated to mostly in Welsh where possible, which the nursery accommodated happily.
- Different drop off/pick up point as very close to a busy road
- Little one is very happy in nursery and loves all the staff members, I look forward to seeing how he develops attending both nursery and school this year. We are very grateful for all that the nursery does for us.
- We couldn't be happier with the service provided by once upon a time. Everyone there is very supportive and work with us with any issues we may have with Ellis. We wouldn't have him anywhere else.
- My son has settled in so well since he started at 9 months, staff are so kind and reassuring. I have been more than happy with his progress and the care they provide him.
- I have always had reservations about my children attending a nursery. Since sending my children to once upon a time I have been proven wrong in every aspect. Once upon a time is not like anything I expected. They are like extended family. My children love going and are always leaving with smiles on their faces. I have seen a huge Improvement in my sons development and I am so grateful for the work that each and every member of staff has and continues to put in for my children. I am also grateful for the effort they make in fitting my daughter in during the school holidays.
- A fantastic nursery with incredibly caring staff, couldn't fault anything at all! So grateful to you all for all you have done for Dylan.

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. **Everyone's feedback has helped us grow and develop as a nursery over the years leading us to Setting of the Year 2024 with Early Years Wales**

3 responses

No, thanks to you.

Well deserved award.

Thank you!

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:

Once Upon A Time Nursery - Staff form 2025

As a valued member of staff we would like your honest opinion of the nursery. This questionnaire needs to be your own opinion and must reflect how you feel about working at the nursery.

This questionnaire is a part of our Quality of Care review along with our CIW inspection report and your feedback along with parents and children's comments help us to continuously develop the nursery to create a safe and exciting place for our little ones to learn, grow and develop.

Can we ask that the Quality of Care questionnaires are sent back to nursery by

Friday 29th August 2025

Thank you

How long, approximately, have you worked at Once Upon A Time?

9 responses

14 years

Almost 9 years

5 years

11 years

3 years

8 years

13 Years

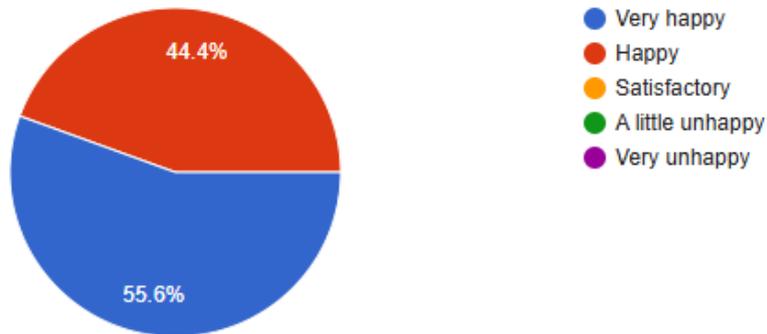
6 and a half years

12 months

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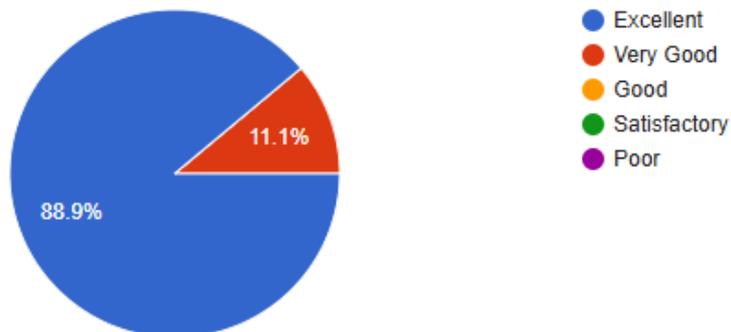
How would you best describe how happy you are at work?

9 responses


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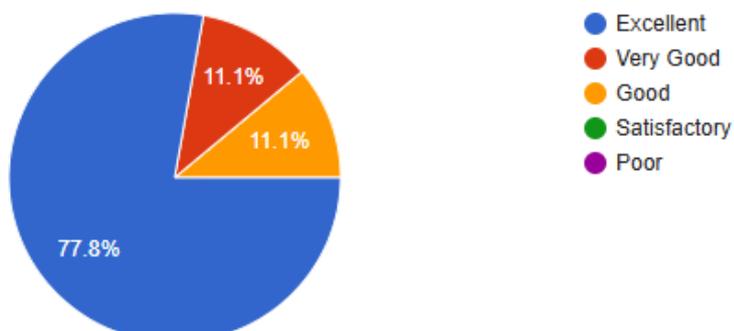
How would you rate your satisfaction with the sharing of information from managers on need to know matters?

9 responses


 Copy chart

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

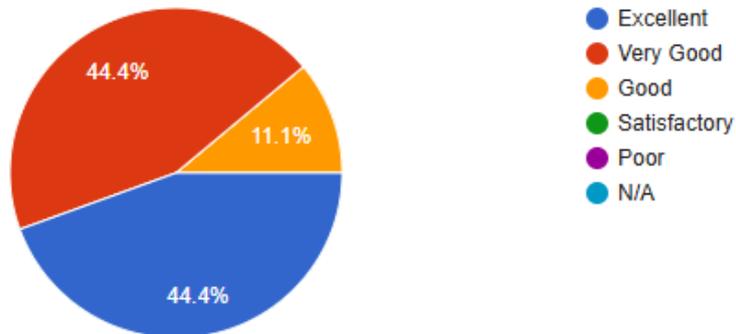
9 responses



How would you rate your opportunities to attend meetings?

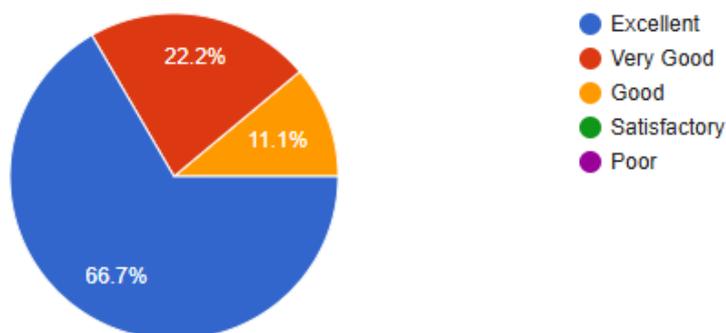
We recognise that meetings are difficult to organise therefore if you have any suggestions please let us know in the comments section below.

9 responses



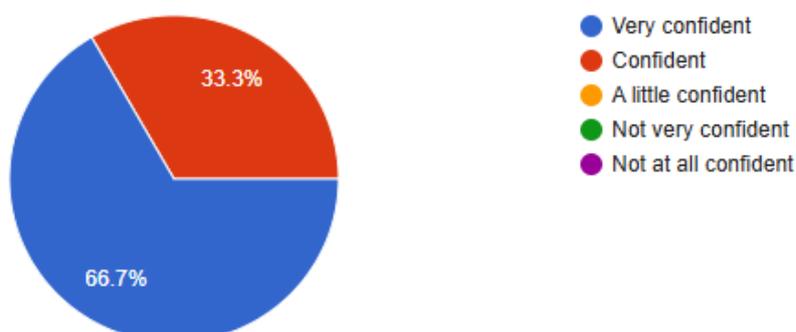
How would you rate your opportunity to contribute to the development of the nursery?

9 responses



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

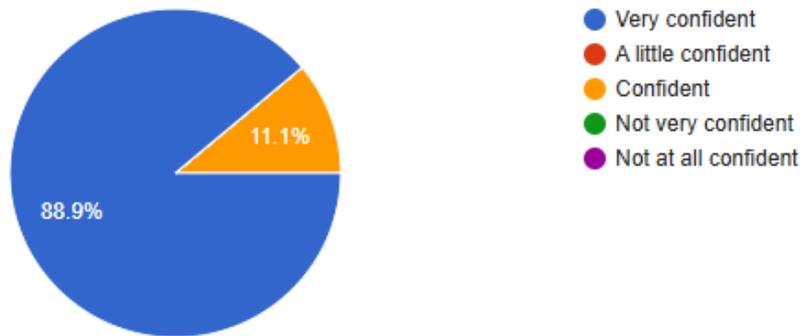
9 responses



 Copy chart

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

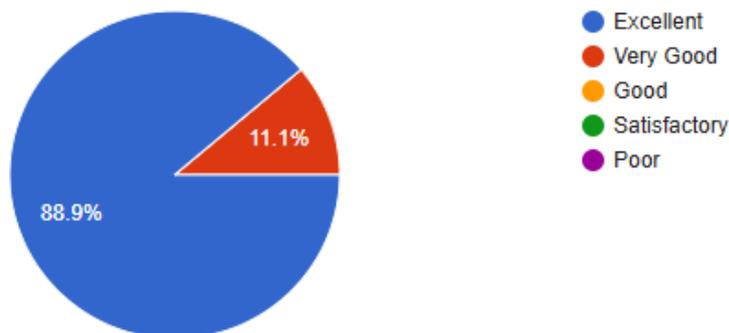
9 responses



 Copy chart

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

9 responses

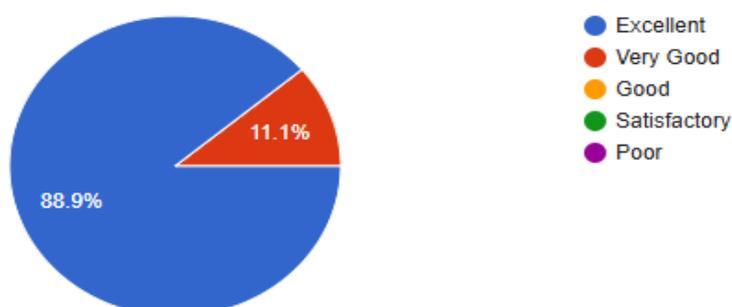


 Copy chart

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

There are still some issues with connections /updates as it will randomly wipe all the information you've imputed, and you have to start again which can but time consuming when you want/ need to be with the children

I find the app easy to use, but recently it has started to shut down before I can save to draft and will do so a couple of times in a row

I find the app fine to use majority of the time, only particularly have an issue when it continuously boots me off when im in the middle of doing a child's daily diary.

I am finding the app okay to use and I will continue to get in touch with the app regarding any issues

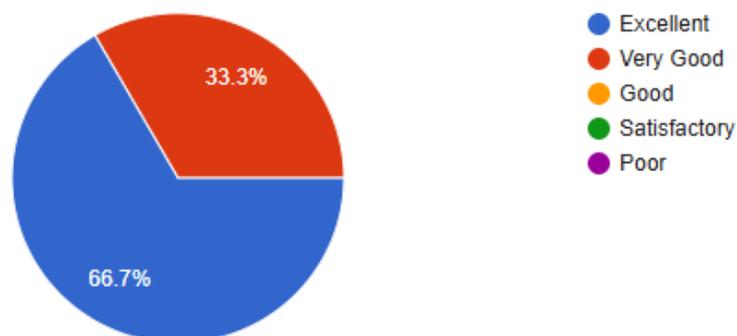
I wish you could put videos on there

I don't use the app often at the moment.

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

 Copy chart

9 responses



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

2 responses

Staff continue to support me with my ability to engage with the community and organize events

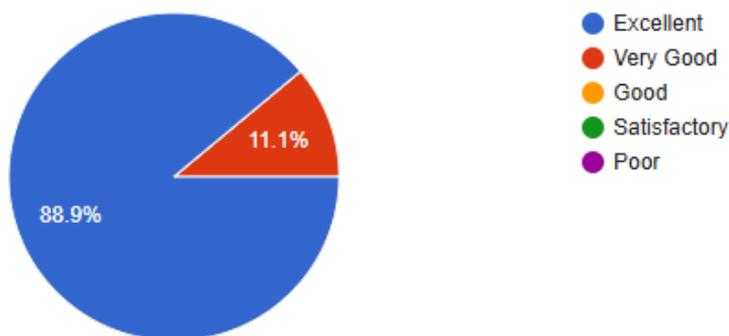
Not at the moment

 Copy chart

How would you rate the efficiency and effectiveness of regular supervisions and appraisals?

Giving a small gift during your supervision is a small token of our appreciation for all that you do, thank you!

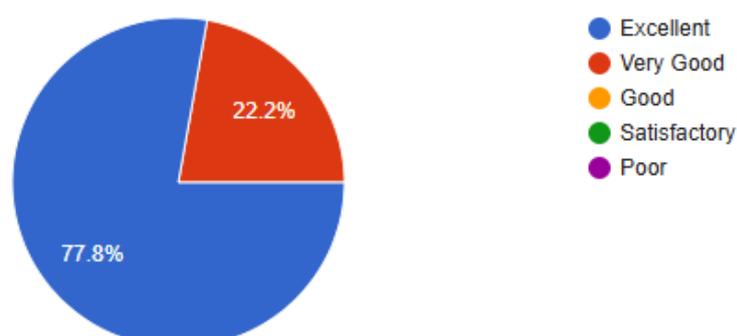
9 responses



 Copy chart

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

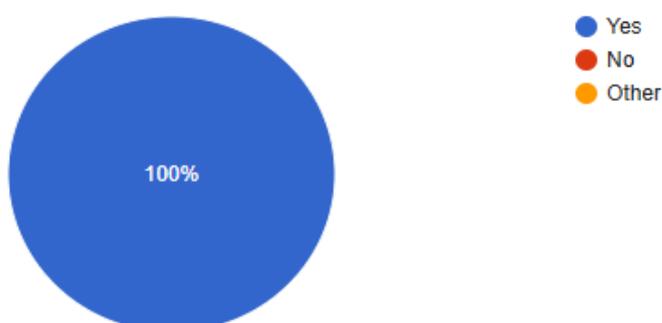
9 responses



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 with planned dates are you finding you are able to stay on top of your workload?

[Copy chart](#)

7 responses



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

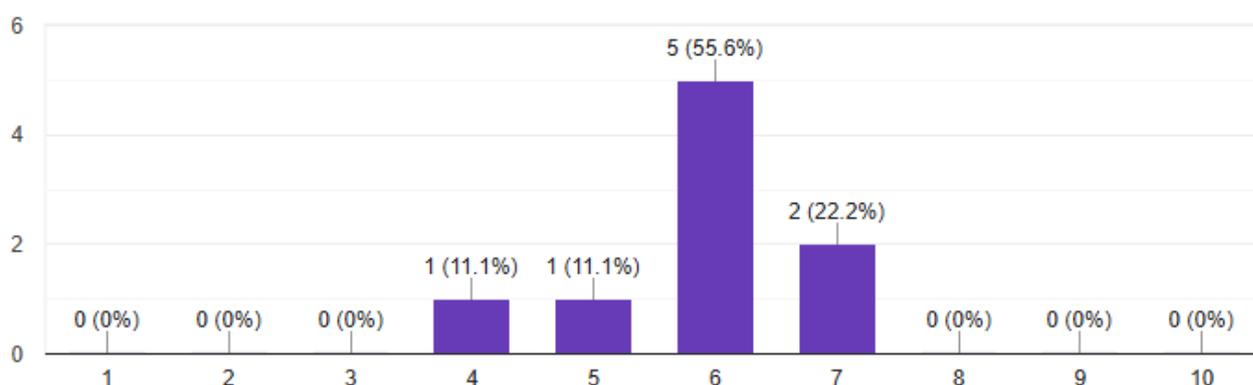
0 responses

No responses yet for this question.

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 chart](#)

9 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.

1 response

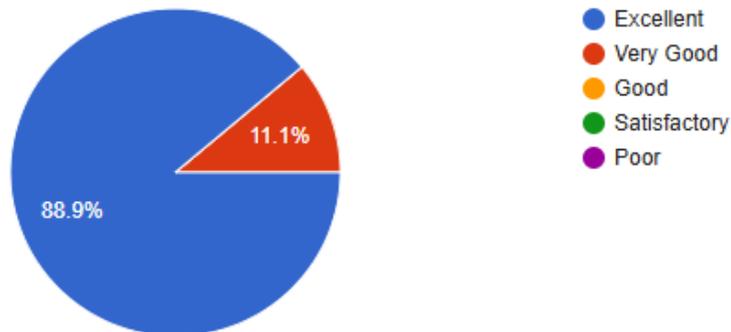
Maybe have a section each week where we do Welsh activities or more speaking/learning Welsh?



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

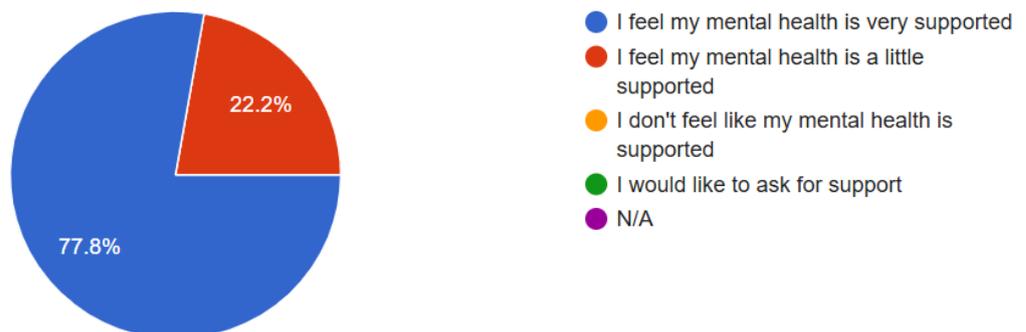
(This includes during induction, supervisions, meetings and general questions asked)

9 responses



How well do you feel 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



Please let us know how we can help support you in the future if you don't feel your well being is supported enough at work?

0 responses

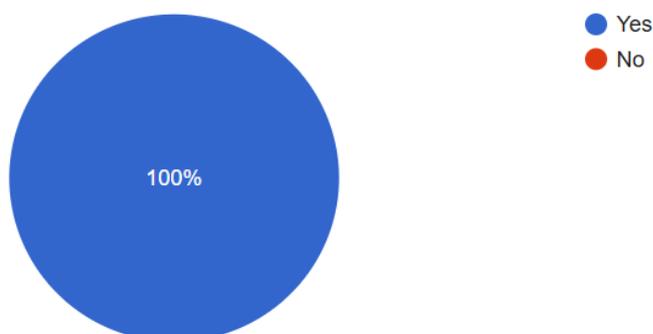
No responses yet for this question.

Do you enjoy going for walks with the children?

 Copy chart

*If there is anything you would change about going for a walk let us know in the comments section below.

9 responses



How do you feel about our work with in the local community?

This includes but not limited to:

- *Joining in with fun days
- *Organising fun days
- *Organising and attending Llanelli Christmas Carnival
- *Community groups that attend our progress days

6 responses

I enjoy the work we do in the community abd that we are able to organise / attend events

I feel our work within the community is excellent, there's always something we're involved with all year round with a range of different events and organisations and always looking for other ways we can help within the community.

I love seeing how much management tries their best to keep up to date with the community events in order for everyone to have an opportunity to join in, and I feel happy to be a part of the events when I get the chance. It's also nice to see the children having fun and joining in with the different things set up :)

I rwally enjoy all community days and can see the positive impact it has on the nursery

Very luck to work with the locals

Creates time for us to change routine and for the children and staff to have fun and look forward to things!

After winning 'Setting of the Year 2024' with Early Years Wales and 4 consecutive 'Top 20 Rated Day Nurseries in Wales' awards since 2022, do you have any thoughts or ideas as to what the nursery could do next?

4 responses

Look into other awards we could be eligible for

I can't think of anything at the moment.

Continue to strive to be the best

Best nursery in the uk award

How do you find lunch times?

Have you used the staff room? * if not is there any reason we can help with for you to make best use of the space?

6 responses

I find lunchtime okay, it can be hard to juggle staff needing lunch, children going to school sleeping so I might try and research what other settings do for ideas

I don't find there are any problems with lunch times, the staff room is very good for when you're on a long lunch or in between shifts and has everything you need up there such as appliances, a tv and drinks and snacks

The staff room is a good added space to the nursery and I hope everyone has th opportunity to use it

Sorting the staff lunch times can be challenging however I feel we are trying every option to ensure we are doing the best for everyone

Good

The staff room is an amazing place to go if you have a break, need to eat in peace or just a minute to yourself. It's very cute and cosy and has everything you need. Although I don't mind eating all together as we have been doing at the moment... it's nice to have a little chat!

Following this questionnaire have you got any compliments, complaints, concerns or suggestions for the nursery, staff or services?

*We love hearing positive feedback so please feel free to share with us any compliments or comments you have regarding the nursery, staff and the services we provide.

*If you have scored us below 'very good' or chosen 'other' in any areas, please could you also let us know what we can do to improve the score and we will do our best to accommodate your requests, as we always strive to be the best that we can be. The manager will address any concerns and share the Quality Of Care report with you once all questionnaires have been received.

3 responses

Once Upon A Time has been a big part of my life over the years and I've seen it go from strength to strength, award winning and a presence in the community. I've had many opportunities over the years to help create the nursery that it is today, for which I am very proud and I am very proud of the nursery and the staff that show their dedication continuously!

I have thoroughly enjoyed working at Once Upon A Time, it's a lovely work environment with a lovely group of women to work with. It's a very welcoming and a very family feeling workplace always full of laughter which helps when the days feel long and hard. We're always looking for ways to adapt and improve any part of the nursery that we can and make sure all children and staff are happy in the setting.

Just a thank you for everything you do for the staff and children as it shows how much you care about each and every one, listening and taking all aspects into consideration when needed. I want to thank you for pushing me enough to get me to where I am now because I don't think I would be otherwise and I know you wouldn't have done it if you didn't think I could so I am very grateful for you believing in me and helping me along the way.

Thank you for planning fun things to do, fighting for what we need at nursery, sorting things when grants come in and when we come to you with any issues, you try your best to solve them!

We would like to thank you for taking the time to fill out our Quality of Care questionnaire, we value your feedback and contributions to the team. It is important that you speak to your manager if you have any questions or concerns and the management team will be more than happy to help.

****Thank you for being a valued member of the Once Upon A Time Family, we truly appreciate you and we always endeavour to show our appreciation and create a wonderful place to work****

1 response



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.

Name:

35 responses

JJ	Dennis	Clyro	Macsen
Robin	Isaac	Grayson	Laura
Elijah	Ellis	Maci	Tobi
Flynn	Ryan	Ava - Lilly	Deacon D
Reggie	Mali	Taio	Cian
Arthur	Jacob	Deacon	Luca
Tyler	Vinnie	Emma	Freddie
Mason	Freya B	Billy	Iyanu
Dillon	Oscar	Martha	

Do you enjoy nursery?

 Copy chart

35 responses



- Option 1
- Option 2
- Option 3

[Copy chart](#)

Do you have enough toys to play with?

35 responses

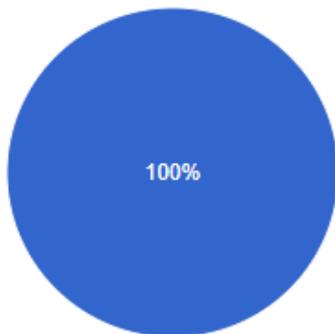


- Option 1
- Option 2
- Option 3

[Copy chart](#)

Do the teachers help you to have fun in nursery?

35 responses

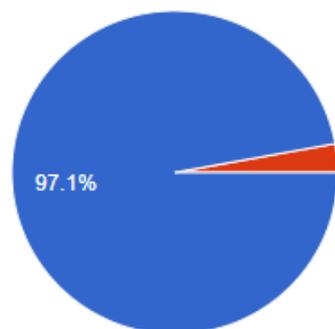


- Option 1
- Option 2
- Option 3

[Copy chart](#)

Do you enjoy playing outside and going for walks?

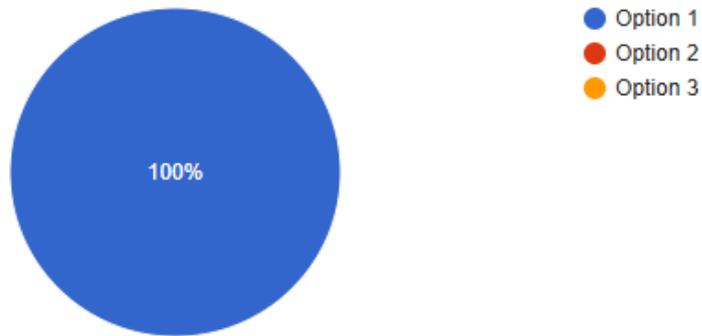
35 responses



- Option 1
- Option 2
- Option 3

Do you enjoy craft activities

35 responses



Additional comments from child/key worker:

- ' I like painting' 'We go see ducks, park, library'
- Reggie loves arts and crafts
- ' I love playing with Meli'
- 'I like the ball pit'
- Isaac enjoys playing in the small world area
- 'Happy' 'Toilet' Laura is toilet training and is learning to ask to go to the toilet
- 'I like it'
- 'do smiley'

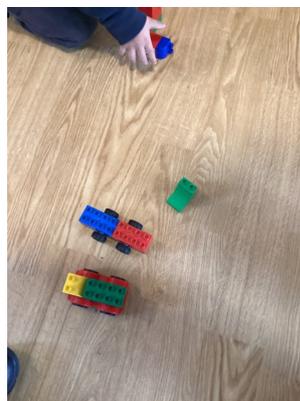
What is your favourite area to play in?

35 responses

- Trains
- Garden
- Sensory room
- Maths area
- Racing cars
- Small world area
- Elijah likes to play with the animals however he didn't want to answer this question when asked
- Dinosaurs
- 'Peppa pig'

With meli	Penguin scales	In the garden
'like do jigsaws/math's'	Blocks	Outside in the garden
outside, house 'yeah'	Craft - Painting	'House'
Cars	Cars and cranes	Maths toys
Colouring	Playing bubbles in the garden	
Peppa Pig toys in the small world	With Meli	
'Colouring'	Babies	
Sensory room and Outside	Paw patrol	
Clyro enjoys playing with cars	Kitchen, Paint, Books	

The preschoolers took pictures on the Ipad themselves of their favourite areas/toys to play with:



As the babies are too small for them to take part in the questionnaire, we have included some photos of them with their favourite toys at nursery:



Improvements at nursery 2025 - 2026

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

New flooring - We were so pleased to have been awarded more grant funding from the Welsh Government, this time we were able to refloor the toilets and office making it look nicer to prospective parents as well as safer for the staff and children and easier to keep clean.

New toilets - As we were having new flooring in the toilets we purchased new toddler and staff toilets.

Wipeable mats - All rooms have had the carpets/mats replaced with wipeable mats that are all calming colours following on from our re decorating of the nursery to bring in more neutral tones as well as being good for hygiene and cleaning.

Sustainability- As a setting we are very conscious about being environmentally friendly and we have found a company called 'nappy cycle' where all nappies as well as items to change nappies i.e. gloves, wipes and aprons are recycled and do not go to landfill. We have also stopped using single use green paper towels and replaced them with sustainable wipes/towels.

Air-con/ room heaters - Through grant approval we have had the 3 main rooms fitted with aircon/ heating, helping to automatically keep rooms at a comfortable temperature for the children. This has been amazing and has allowed us to stay open and safe through the heatwaves and freezing cold weather.

Windows - We have had new windows in the children's rooms making the rooms warmer and allowing for easy ventilation.

Flu jab clinic - We have booked in a date with the NHS immunisation team for Monday 22nd September to hold a nasal spray flu clinic here at the setting. This is a new initiative to help more parents take up the flu jab for their children as it will be more convenient in the childcare setting.

New kitchen - The nursery kitchen was refitted with brand new units and equipment as it was in need of updating. It now has more storage and is easier to clean and maintain.

Under 2s soft play and outdoor equipment- As we are due to have a new set of babies starting in September all aged under 1 we have purchased soft play to make the room age and stage appropriate whilst giving all the babies a chance to explore and develop their gross motor skills. As well as a new slide / jungle gym for their outdoor area.

Team building - Staff appreciation is always at the forefront of our planning and as well as games nights, and days out we have planned a trip to Disneyland Paris for the beginning of September.

Community - 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 to the events, attending other professional events with our soft play / activities helping us to advertise our setting. We also take 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.

For a second year in a row we will be taking part in Llanelli Christmas Carnival 2025.

There are plans in the pipeline to join forces with other local nursery and a community group to open a local community garden with some land over by Close St Paul

Top 20 rated nursery in Wales - We are extremely delighted to have been awarded “Top 20 Rated Nursery 2025” Award for Wales for the fourth year in a row! It is wonderful to have our 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 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

Professionals are unable to complete any questionnaires however they have ³⁹ 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

Summation from our Flying Start Sustained Shared Thinking and Emotional Well-being (SSTEWS) 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 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 42 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



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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/
fis.carmarthenshire.gov.wales/dechrau-n-deg/?lang=cy
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
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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:

Action	Target Date
CIW Inspection	TBA
Staff Meeting	Fortnightly
Parents Newsletter	Termly
Quality For All Assessment	TBC
Annual survey of all parents	Sept 2026
Staff quality monitoring meeting and Staff satisfaction survey.	Sept 2026
Complete policy review	Feb 2026