****

**Quality of Care Review**

**June 2023**

**Coed Cariad**

Following a period of time where parents, partner organisations and staff received questionnaires to answer we have received a good amount of data and have been able to draw the following conclusions. We have also had a CIW Inspection within this academic year and this report includes feedback received.

**Question 1:**

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

**What we do well**

The arrangements in place to involve children and parents in their care and support are through regular open and honest communications, through verbal or written means, currently via phone calls, at drop off or collections and via letters, email, FB and Whatsapp messages and posts. Coed Cariad has a parent FB group and Whatsapp group, which allows parents access to all the relevant files and procedural documents, as well as allowing a second space for sharing letters for the whole group. Coed Cariad also has a website allowing for us to signpost parents to any policies and procedures and any updates to those.

Staff have demonstrated through observations and discussions that they have good planning and preparation for the sessions with the children. Children have a wide choice of activities throughout the day in which they are able to participate set out in different areas of the site. Children are able to make choices about what activities they would like to do or what toys they would like to play with. Staff provide flexible and adaptable structure in Coed Cariad, with a general routine, and also follow a child centred approach and allow the children to follow their interests. Through observations of and discussions with the children they are happy in the setting and enjoy the wide variety of activities offered. Staff are able to make informed observations of the children in their learning and move them onto the next stages or provide additional activities and support as required to support the children’s learning, development and wellbeing.

From the questionnaire sent out to parents it is clear that they feel the children are happy in the setting with 72% of parents stating they strongly agreed with the statement ‘my child likes being at this setting’. The numbers were above 50% in the strongly agree category when looking at further statements including ‘Staff treat my child fairly and with respect’ ‘The setting helps my child to feel confident’ and the setting supports my child’s emotional wellbeing.’ In addition, the questionnaires to parents shows that most parents feel comfortable in approaching the setting with a question, suggestion or problem, that they would be inclined to recommend the setting to other parents and that transitions into the setting are good. With regards to the NMS, and particularly standards 7, 8, 9 and 22, the questionnaires, feedback throughout the weeks and observations show us that our service users, being both the children and their families find that we are providing a good service and comment that “I think Coed Cariad is a marvellous place. The staff are amazing with my child and I can really see her coming out of her shell and being more confident, especially with other adults.” and that the children really enjoy attending.

Staff responses to the questionnaires show that they feel valued and heard within the structure of the setting and feel they are able to effectively support children’s learning and development. There are good lines of communication between staff and the core group and staff regularly join meetings and this ensures the children have access to a good learning environment, good resources and good opportunities for learning development and play. Staff are well informed and trained and always keen to further develop their skills to meet the needs of the children and the setting.

From the questionnaires sent out to partnership organisations, our partner organisations are happy with our joint working measures and our partnerships are working well and that sufficient time and opportunities are presented.

The setting restarted community days last year after the period of restrictions, this does impact on our work heavily as the days offer opportunities to develop deeper connections to children and families and for those families to also connect, whilst supporting the development of our site for the benefit of the children. We run these sessions on a day set with plenty of notice and structure the day for a mix of gardening and community building activities to promote activities where the parents and children can learn together and connect.

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

The questionnaires have flagged a few areas to us as a core group which we would like to see develop further to enhance the provision made by Coed Cariad.

We are looking as a core group and staff to develop a secure method of sharing regular progress and milestone achievements with parents and carers in relation to their individual children. We will be looking at short form reports on a termly basis, individual messaging etc. This will support our development in respect of NMS 3,4,5 and 6, which will allow for more parents to feel connected to their child’s educational experiences.

Through the Facebook Group for Parents we hope to engage more parents and support them in furthering their child’s skills at home, by providing a bank of go to resources and blog posts on our website, to help support parents as they work towards individual goals alongside the setting’s staff and partner organisations, we hope that this will be managed as part of the wider Core group roles as this new committee develops.

We would also like as a staff and core group to review the mission and values statements to ensure that all staff feel fully in line with the mission and values and that it underpins their work at all times. This will be done via a core group meeting.

Ongoing partnership working links will be developed once the current circumstances have been resolved, and fundraising can begin again, such as bringing in specialists for Storytelling sessions, Music, Specific Arts, or Adventurous activities etc as children’s interests and needs require.

The core group will restart visits for support and observations for the staff and setting, this will enable us to better support in training and CPD opportunities for the setting to continue developing more quality learning and play experiences for the children in our care.

CIW have recommended that we conduct regular staff reviews and appraisals. Forms will be developed and the core group will be asked to complete these reviews. This will ensure staff have plenty of opportunities to discuss issues arising and move the setting forward.

**What specific action do we need to take to make the improvements/developments successful and how will this be measured?**

1. Website development (social media, website, blog digital presence)
2. Marketing – get the numbers up to pre covid levels, and fundraise to support additional specialist activities and possibly an apprenticeship.
3. Community days – develop community links and deepen connections with families.
4. Bi-termly core group meetings albeit via Zoom, to include staff, core group (invite each half term to go to parents asking if they would like to join and support)
5. Explore reporting systems for curriculum linked areas and methods of reducing the onerous aspect of importing photographs into current termly reports.
6. Ongoing reviews of Policies and Procedures.
7. Staff Appraisals and supervisions with the Core group.
8. Termly reports to Parents

**Summary:**

In summary children, staff, parents, and partner organisations all feel their voices are heard. The lines of communication are adequate and we are working on improving them further, to allow for better information accessibility and flow across all areas, some when restrictions allow.

**Question 2:**

**People are happy and supported to maintain their ongoing health, developments and overall wellbeing. For children, this will also include intellectual, social and behavioural development.**

**What we do well**

Coed Cariad provides a good mix of indoor and outdoor activities, (albeit predominantly outdoor as is the scope of the setting) which range across all curriculum areas. Children are encouraged to participate in all activities and activities are offered with thought to physical health and wellbeing each day.

Parent questionnaire responses show us that more than half of the parents strongly agree that behaviour is managed effectively. More than half of the parents strongly agree that staff know the children as individuals. The majority of the parents feel that the learning experiences are at the right levels for their child, that staff support the learning and development of the children, that children are encouraged to be healthy and physically active, and that the setting supports the children’s emotional wellbeing. All the parents feel that their children are making good progress at the setting.

Staff questionnaires indicate that our staff feel valued, find their work rewarding, supported and encouraged and given opportunities to learn and share practice and undertake their roles. They all feel involved in the management of the setting, through self-evaluations and agreeing priorities.

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

Parental questionnaires indicate that we have work to do around feedback and the sharing of information in respect of progress and development of children. This includes sharing information formally through reports and learning profiles and informally. Similarly, we need to complete some work to help all parents understand how Coed Cariad monitors a child’s learning and development.

It is also apparent from the parental questionnaires that some feel they would like more ideas to support their children’s learning at home and that they would like more opportunities to attend organised activities, allowing them to learn together as a family.

CIW recommendations require us to update our Accident policy and procedures, to include Parents signing the entries for all accidents.

**What specific action do we need to take to make the improvements/developments successful and how will this be measured?**

1. Continue and promote Community Days and look at what additional activities could be run to support parents and children learning together.
2. Parental information leaflet or newsletter updates about how the setting monitors progress and development
3. Termly reports to parents, but need to streamline this and involve all staff, to be considered at core group with staff, as well as piece of work/discussions regarding marrying the views of parents and staff on parental engagement and understanding.
4. Recruit new core group members from parents currently involved with Coed Cariad
5. Staff meeting, minuted and fed into the core group on a weekly basis. Communications book or chat group with Heartwood as Landlords re repairs, bookings, issues etc.
6. Update Accident Policy and Procedures

**Summary**

In summary, all staff, children and parents’ wellbeing, learning and development are good, but there are areas that could be improved upon to improve communication, understanding and working in partnership with parents.

**Question 3:**

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

**What we do well**

We have a designated Safeguarding Officer, we update all training as required, staff know the policies and procedures in Coed Cariad as do the core group members and parents, through our current methods of providing information. Concerns are reported in a timely appropriate fashion and discussions take place to improve, reflect and review following any incidents.

Parental questionnaires show us that they and their children feel safe in the setting and that they for the most part feel confident in approaching the setting with any issues, questions or the like.

Staff questionnaires show us that they all strongly agree with the statement that they understand how to apply the setting’s procedures relating to child protection and safeguarding. They also feel that they are treated with respect by children, parents, other partners.

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

Improve and reduce the Facebook centric digital presence of Coed Cariad as a method of disseminating information, update the website and blog more regularly. Continue updating training and learning in this respect, allowing plenty of time to review, reflect and improve following any incidents.

We are updating our setting’s Accident Policy and procedures to ensure they are more robust.

We are updating our risk assessments to include lines of sight for the garden areas and Welcome Shelter. These will be divided into Winter and Summer as foliage affects our lines of sight. The risk assessment also needs updating in relation to water sources, specifically the pond dug by the children. This having recently been fenced will also form part of a meeting with the children to reinforce the new boundary that children do not enter the pond area without an adult.

We will request regular evidence of water testing from Heartwood, and reinforce through verbal reminders and through meetings with the children that hands must be washed before eating at all times.

The Core group will ensure that all checks with regards to safer recruitment are in place for all staff and that DBS records are checked ever three years in accordance with CIW advice.

**What specific action do we need to take to make the improvements/developments successful and how will this be measured?**

1. Website work
2. Maintain and further Increase Core Group Membership.
3. Safer recruitment procedures to be made more robust, and involve core group
4. Weekly brief staff meetings and links to community as Landlords.
5. Risk assessment updates
6. Accident Policy and Procedures update
7. SOP update
8. Notifications to CIW as required.

**Summary**

In summary, this area is good with children and staff feeling safe and free from abuse/neglect, and with a few small information dissemination exercises outlined will improve to ensure good lines of communication and understanding in all areas.