



How Good is our Nursery

Date: 8th & 20th May, 17th June 2014

	Excellent	Very good	Good	Adequate	weak	Unsatisfactory	
Care Commission QAF Inspection Grading Scale	6	5	4	3	2	1	Comments
QAF 1 – Quality of Care and Support							
Do you feel your child is well cared for and supported?	64	9	1				
How do you find the quality of care?	63	9	1				
How would you rate the quality of education?	61	12	1				
How well does the nursery cater for your child's Health and Wellbeing?	60	13	1				"Tooth-brushing encouraged after snack?"
Does the nursery communicate effectively to meet your child's individual needs?	61	11	1				"Very well. My son has a lot of medication and staff deal with this brilliantly".
QAF 2 – Quality of the Environment							
Choice of Equipment	47	13	3				
Condition of Equipment	49	12	3				

Standard of Cleanliness	52	8	3				
Garden / Outdoor Play Area	55	6	2				"Feel the baby room is a little small for the bigger kids."
Quality / Standard of the Interior of Building	56	6	2				
QAF 3 – Quality of Staffing							
Quality of staff / child interaction	58	4	2				"Staff are absolutely brilliant."
Quality of staff / parent respect	57	5	2				"Feel sometimes could be more welcoming. Not all staff!!." "Excellent from own child's keyworker."
Availability of information to parents from the staff	55	7	2				
Co-operation / friendliness of staff	59	3	2				
Suitability of staff qualifications	54	6	1				"Not visible."
QAF 4 – Quality of Management and Leadership							
Co-operation / friendliness of Manager	52	10	2				
Availability of information to parents from the Manager	51	10	3				
Manager's leadership skills	51	9	2				"Not something I have sight of."
Do all staff show leadership values?	52	8	3				"Not something I have sight of."
How do you feel about the quality assurance systems we use (e.g. Child at the Centre 2 , Quality Questionnaires)?	51	9	2				"Not something I have sight of."

Contd.

What you think we do well:

"I think the staff are excellent and really care for my son and are always there when I need a chat. They always have time to talk and let you know how my son's day has been. Always taking pictures for me to see him doing different things.

"Everything. ☺ Aaron has come on great".

"Jay is reaching all his milestones due to nursery".

"The nursery caters for the individual needs of every child. Staff are all so friendly, nothing seems a problem. Response is always speedy if an email is sent".

"I feel in the short period Millie has been there, her speech is excellent and she is now speaking in sentences. Thank you for your excellent care and work you do with Mille".

"You do well in the way you speak and deal with the kids."

"Everything is excellent at the nursery. Very happy with my son's care over the years. He will miss being there, but could not have asked any more from the staff for his setting up for school."

"The staff do an amazing job at the nursery. Couldn't have asked for better care for Kayla."

"Staff always very attentive; even when Amellia's keyworkers not on duty, the staff are still able to give a rundown of her day and behaviour. Security measures in place for the collection of your child is reassuring; very safe environment for any child."

"Keep parents up to date with how well the children are doing and progressing and if there are any concerns."

"My two kids have come on leaps since starting."

"Overall great."

"Support my child and myself with his learning difficulties."

"Promote confident children. Form strong relationships with children/parents. Friendly and approachable staff."

"Very pleased in all areas of the nursery. Ava has come on great since being in the 3-5 room. All I can say is keep up the good work."

"Staff listen to all/any worries or queries from parents and children. All staff support parents and children, even regarding home life. Staff are very friendly and easy to talk to. All staff follow parent's wishes for their children."

"I feel the nursery provide a safe and friendly environment. My child is well supported and had thrived over the years."

"Staff are friendly and welcoming. Staff seem to have a close relationship with the children and create a 'home from home' atmosphere. My child always felt safe and secure and most importantly given lots of cuddles when needed."

"I have always thought very highly of the staff and services at the Indigo Group. Callie has always loved going to nursery. The staff always communicate with me and keep me informed of Callie's progress. I like the format of the parents night, as I enjoy looking around the room and watching the videos of the day-to-day activities. I also like the Facebook page, as it is nice to see pictures and updates from the nursery."

"I think the nursery provides a good variation of activities for Maiyah and gives fun and education together. All staff are very friendly – eager to please/help and are attentive to the welfare of Maiyah."

"This nursery is fantastic. Daniel truly loves it here and loves his 'ladies' as he calls them (Yvonne & Pauline). We will miss this nursery and all the staff. Thank you."

"Give a good quality of care/education."

"Provide a large variety of activities for the children. Meet the needs of the children very well and interact well with them building close relationships."

"Kasi is always very happy in nursery. She has been learning how to write her name."

"Make each parent feel their child is special and loved in the nursery."

"We feel like Khloe's confidence has grown since she has started, with all your help. Thank you for everything."

"1. Communication between staff and ourselves is first class. 2. The variety of activities for kids is great. 3. Josh's keyworker has a great relationship with him."

"I am so pleased with the way the staff have comforted and cared for Aaron throughout his time at Indigo so far. Aaron always come home happy and content

after his days at nursery; the staff are patient and always kind, even when Aaron is a grump. Thank you ☺.”

“I am very pleased with the service the Indigo team provide. Charlie loves his time here and has improved very well. I look forward to putting him in extra days. Thank you for all your help and support.”

“Excellent staffing.”

“Great at keeping us informed.”

“A great relationship with the babies. Brilliant variety of activities.”

“Nursery is immaculate inside and out. Daily reports cards. Wide range of stimulating activities for kids to do. Inclusion for parents. Attitude and attention of staff. Over the past year, I have seen my little girl flourish into an intelligent/confident toddler, and that is a testament to the hard work put in by the staff. (special mention to Brooke, who is a credit to the nursery).”

“Looking after Carys, as she is happy knowing that she is going to nursery, which makes it easier to know she is enjoying herself here and her speech is developing well, too.”

“Everything – Reece loves coming to nursery.”

“Very individual to each child when they arrive in class putting them at ease. My child loves bringing home her baking.”

“Staff are all so friendly and approachable. Activities are well-organised and fun. Aodhan loves group time.”

“Niamh is very happy in nursery. Always has positive things to say about Georgia and the things she does in the room. This just shows how well Georgia interacts with the children and the trust/respect the children have for her/staff. This is great for the nursery.”

“Care for the children. My little boy Zak loves nursery. I always feel very comfortable leaving him and know he’ll be happy.”

“The strength of relationships with the children and the parents.”

“You are all doing a great job. I am very pleased with Orlaith’s progress. Keep doing what you’re doing.”

“Supporting children, education and play. Communication with parents.”

“Great communication, even if keyworker is not about when collecting Mya.”

“Marcus is developing very well, so everything that is done is done very well.”

“Understand my child’s needs and mine. Accepting of my child’s behaviours and works to developing him socially. Keeps me well informed, very patient and very understanding. Friendly and approachable.”

“Play.”

“Vast variety of learning opportunities. Staff have excellent interactions with children. Very approachable. Staff seem to genuinely care for the kids.”

Areas for improvement:

“I couldn’t fault anything. You all do a fab job. Well done!”

“No areas for improvement.”

“None”.

“Not any. Keep up the good work ☺”

“I would have liked my child to have been involved in more outdoor/community walks – trips.”

“More outings would be nice. I understand its not always easy for staff to take children out, due to child/staff ratio.”

“Happy with everything.”

“Communication with staff.”

“More books.”

“Feel the lunch menu could be healthier some days.”

