



## How good is our Nursery Questionnaire – How we listened to your feedback

### **QAF – Quality of Care and Support: How well does the nursery cater for your child's Health & Wellbeing.**

**You said:** "My child keeps picking up bugs"

**We listened:** Children in nurseries are generally exposed to more germs due to them mixing with other children which may cause your child to be unwell; these illnesses can however help build your child's immunity. Within the nursery we aim to reduce cross infection by following the guidelines of 'Infection Prevention & Control in Childcare Settings' (2011) ensuring that staff sterilise and clean resources daily.

### **QAF – Quality of the Environment: Standard of our Garden/Outdoor Area.**

**You said:** "I have not seen outside"

**We listened:** Our Indigo garden is open to all our families, we encourage families to come along and spend time with their children throughout the nursery day, if you are interested in spending time in our garden please see your child's keyworker and they will happily give you some fun resources to play and learn with.

### **Additional Comments:**

**You said:** "I would like to see a Newsletter"

**We listened:** We have a bi-monthly newsletter that is given in to the playrooms for parents, keeping them up to date with news and events within both our nurseries, the newsletters are also uploaded onto our website [www.indigogrp.com](http://www.indigogrp.com)

**You said:** "I would like to have a more formal chat with my child's keyworker"

**We listened:** The nursery currently holds two parent's nights per year, in response to previous feedback we received through our parent's night questionnaire, we arranged an informal night allowing families to explore the learning that occurs within the nursery and a more formal parent's night which will be held around May to allow allocated times to speak with your child's keyworker. (If you have any concerns or issues during this time, your child's keyworker is also available to meet privately at an agreed time)

### **Area for Improvement:**

**You said:** "I would like to see more of what my child learns at nursery on his daily report"

**We listened:** During the playroom meetings, the staff will aim to discuss ways in which they can incorporate this more in your child's daily report.

**You said:** "I would like to see more of what my child does at nursery for example activities and pictures"

**We listened:** Each child within the nursery has their own personal profile, which is available to both you and your child at all times, within the profile staff gather observations and learning experiences that your child is involved in, along with photographs and artwork. There are art and project displays within the playroom and in the halls which highlight the learning and feedback gained from the children within the nursery.

**You said:** "I would like some educational activities recommended to me to try at home with my child"

**We listened:** Staff aim to send home one completed personal learning plan per month to involve you in your child's next steps of learning, this includes activities that you can try together at home. However if there is a particular area that you feel you would like to focus on with your child, you keyworker will also be happy to give you some ideas.

### **Feedback we received from you:**

"The Indigo Group is a very happy environment that is ran well"

"I think the staff have an excellent relationship with both kids and parents. I feel extremely comfortable leaving my child as they are all like family."

"Provide children with excellent place to play and learn"

"Interaction with all children at high level, superb structure to the day, excellent resources available to the children"

***Thank you for your feedback, we very much value your opinion and hope to use this to continually develop the service that we deliver.***