

## **Step by Step Day Nursery**

### **Record keeping and Quality Assurance**

We aim to provide the access to children's records for parents when necessary and value the opinions of parents in order to keep the Nursery standards high.

#### **4.4 Record keeping and quality assurance**

##### **Record Keeping Policy**

Our policy is that staff should attempt to inform parents about their children verbally on a regular basis. But we do not intend formal records to replace verbal contact.

Nursery staff will keep records of all aspects of children's development. All records will be available for review by the child's parents. Parents may add to the record at any time and we encourage them to contribute their observation.

Every child has their own personal file containing observations on the activities the children engage in and what can be done to ensure they reach their fullest potential.

Parents can ask to see this file at any time. When the children are ready to go to primary school, we pass on details of your child's progress to the school through development reports, which are completed for each child three times a year.

Records of the children's progress are kept in each room. Any part of the record that is considered highly confidential or sensitive will be kept in a secure place and its existence will be noted in the child's record. If Nursery staff have any concerns about a child they will inform the Manager or Deputy and parents by writing a statement of concern.

##### **Quality Assurance Policy**

At Step by Step Day Nursery we value the views and opinions, enjoyment and experience of children, staff and parents using the Nursery. We ensure that we are providing ample opportunities to communicate any comments of dissatisfaction or praise in a manner of ways.

These comments assist us in ensuring that we are providing a high quality service as a day care provider and employer. This quality of care is reviewed annually and a report constructed to display results and a necessary action taken in line with these.

##### **This Is Generally Achieved Through the Following Means;**

- Talking and listening to children
- Specifically designed activities for children
- Monitoring questionnaires for parents
- Monitoring questionnaires for staff
- Leavers questionnaire forms
- Parents evenings
- Children's leaving gifts and notes of thank you

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- Suggestion notes
- Complaints policy
- One to one staff meetings and appraisals
- Staff exit interviews
- Staff meeting agendas and minutes
- We obtain the views of the children attending, the parents of relevant children, (if relevant), a local authority arranging for child care for a relevant child and staff employed to look after the relevant children

Please refer to the procedures section of these documents

### **Quality Assurance Procedures**

#### **Consulting Children**

Children learn about the various emotions and expressions to reflect their feelings. Each child is generally very open and honest and will discuss their feelings and likes and dislikes, if presented in a relaxed and un-intrusive manner.

It is essential that we allow the children within our care, time to express their feelings and views and listen and take these on board and find ways of amending or highlighting them. Communication is essential, though to be effective, we must take account the various ways in which children express themselves.

At Step by Step Day Nursery we have devised a number of example activities or means of allowing the children to express their feelings and for the staff to observe and capture these moment. The results of these activities are noted and recorded through the following methods **we:**

- Take numerous photographs to capture and reflect the children's enjoyment of various activities. These are displayed on the boards, placed in the children's development files and will be used within the quality monitoring.
- Ensure that children of all ages are also given free play sessions where they can select which toys they wish to play with or activities they wish to undertake, which indicates activities/toys they enjoy and hold preference towards.
- Ensure the older children are also given free play sessions to obtain their preferences for activities and toys.
- Ensure older children are encouraged to discuss home and Nursery and the things they miss.
- Ensure the children were observed and various means of recording are used. All answers are also recorded and monitored, and if necessary a means of improvement outlined, activities/toys adapted or indeed maintain in line with EYFS.

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- Understand that younger children are unable to communicate their feelings verbally, this will generally become apparent through their behaviour, which is recorded in regular observations and kept in their files.

Thus Step by Step Day Nursery closely liaises with parents, noting any significant change in their child's behaviour either at Nursery or at home and records this on the form provided. This communication process assists the parents and Nursery in monitoring and reviewing the child's behaviour and ensuring that we provide the best quality care for their child.

### **Consulting parents**

Parents are a vital insight to the Nurseries' quality of service, thus their opinions and views are obtained and utilised throughout the process of registering, caring for and dealing with a child leaving.

At Step by Step Day Nursery we have devised a number of means of allowing the parents to express their views and feelings and for the Nursery to take note of and record them. The results of these are noted.

All parents are issued with our Quality Monitoring Questionnaire annually to provide us with a continuous method of monitoring the service we provide. These are strictly confidential and anonymous, allowing parents' to openly and honestly answer any questions.

Parents' evenings are also held twice a year, providing parents with the opportunity to communicate any concerns or opinions to Staff and Managers verbally and in confidence. This again assists us in the process on continually monitoring the service we provide. However if a parent would like to have a meeting to discuss their child's progress throughout the year, then we are happy to accommodate this at a convenient time for both parent and practitioner.

We have an open door policy, where parents/guardians are welcome to visit the Nursery to discuss any matters with the Manager.

A suggestion form is also in place, where parents may freely write comments, confidentially and anonymously if preferred, on the slips provided. These are then addressed by the Manager.

We also consider all concerns/complaints, irrelevant of their severity, and note the main area of concern, working alongside the parents to devise a resolution or plan of action and try and ensure all parties involved are happy with the outcome.

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The results drawn from the above are discussed amongst all Management and Staff if necessary, to devise means of improving, provide praise or consider any issues raised.

#### **Consulting Staff**

The happiness and satisfaction of our Staff is vital in providing a friendly atmosphere for the children attending, therefore it is essential that we monitor their work and overall motivation.

At Step by Step Day Nursery we have devised a number of means of allowing the staff to express their views and feelings and for the Nursery to take note of and record these.

The Manager/Deputy holds full induction meetings with all new employees to ensure that they are provided with the knowledge to allow them to be confident within their work. All staff complete a six months probation period where their work is closely monitored and assessed at the end of each month when needed. Following this the staff are then given six monthly monitoring meetings to discuss their performance to date.

These are supported with seasonal evaluations and set observations of the staff at work. All information from these are then put together to form their annual appraisals to ensure that their level of work is of a high standard and that any queries, concerns or anxieties they may be feeling at home or at work are discussed and hopefully resolved.

All staff are provided with the knowledge and reassurance that they may speak to any Senior member of staff, the Deputy Manager, Nursery Manager or the Director at any time within their employment should they wish to. The open door policy applies to all employees.

All staff are issued with our staff quality monitoring questionnaire annually. The results of these are drawn up, recorded and summarized and discussed amongst all management and in the monthly staff meeting.

All staff attend regular staff meetings and training sessions. The agenda and minutes for these meetings are all kept on file. These are again considered within the fortnight following the meeting and action is taken, if required, in line with each other. Additionally the manager herself carries out 'spot inspections' to ascertain the staff involvement, achievement, meeting of standards and overall running of the Nursery in practice.

In order to assess the success of the Nursery ethos in relation to its employees, Step by Step Day Nursery also carries out exit interviews with all staff on leaving to ascertain their reasons for leaving and overall opinion of the position undertaken to date.

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The views and feelings of all staff members are considered in line with each of the above. The results are drawn where necessary and discussed amongst Management and staff if necessary to devise a means of improving or maintaining various aspects of the Nursery.

This policy was adopted by	Step by Step Day Nursery	<i>(name of provider)</i>
On	June 8 <sup>th</sup> 2020	<i>(date)</i>
Date to be reviewed	June 2021	<i>(date)</i>
Signed on behalf of the provider	_____	
Name of signatory	Nicola Richardson	_____
Role of signatory (e.g. chair, director or owner)	Director	_____