



Quality of care report
Seahorses Flying Start
Clase Primary School

December 2024

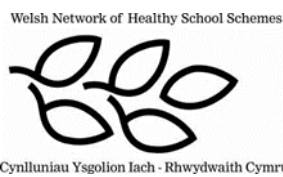


Who are we?

Seahorses are a Flying Start setting in the heart of Clare Primary School. The setting had originally been completely modernised from existing school classrooms. Seahorses opened for Childcare in December 2013, caring for 12 children per session. The setting is registered with CIW, to ensure regulations are adhered to, in line with CIW and National Minimum Standards the setting operates on a ratio of one adult to four children. October 2024, the setting received funding from Welsh Government's Capital Fund to support us to expand our current provision to enable more two-year-old children to access high quality funded childcare the local and surrounding communities

At Seahorses Flying Start we aim to provide children and their families with high quality funded childcare in a warm, friendly and stimulating environment. As a qualitative setting we have achieved an accreditation of 'highly commended' from Early Years Wales' Quality for All assessment tool. This evaluation of the setting is completed by Early Years Wales to ensure high quality is achieved within the environment to children of needs and abilities.

We provide children with a healthy snack which will always include fresh fruit or vegetables. Snacks are prepared within the fully equipped kitchen at the setting. All dietary needs are considered to ensure all children are included at snack time. We have recently achieved our reaccreditation in both the Advanced Gold Snack Award and Healthy and Sustainable Pre-School Scheme, both these awards highlight that we provide healthy nutritious snacks for the children, but also creating opportunities for the children to become independent at snack time, the children are able to cut up fruit, vegetables and salad, make their own sandwiches, make choices on what they would like to have, pour their own milk or water etc. Recently we had our inspection from Environmental Health and remained as a 5 on the 'scores on the doors' rating scheme. In addition to all these amazing achievements, the setting was nominated at the Early Years and Play Celebration awards for our nurturing and caring environment, although the setting did not win this award we are very proud to have been nominated as one of the finalists.



All children have continuous access to messy play, construction play, art and crafts, playdough station, an age appropriate slide and climbing frame and an undercover outdoor play area. Our outdoor area is used solely for our purposes and is completely secure, the children can access this throughout the sessions as the door remains open at all times. Children also have access to the schools play area and grounds. Using the school's grounds, the children access Forest School Friday, the children are able to run safely within the enclosed forest, climb trees, make mud pies or even jump in muddy puddles. The children and staff also participate with the school's summer and winter concerts, sports days, Easter bonnet parades and many more school-based activities. This



supports the children's transition into school as they get to know the environments not only in the nursery, but the school as a whole during their time at Seahorses.

The childcare room is well equipped with resources that enable and support many play opportunities for the children to access. The children have access to appropriate toilets that have been adapted to suit the needs of 2-3year olds, this also includes a nappy changing area with potties available these are available to all children to support potty training within the setting along with advice and potty training charts if needed. The Flying Start Health Visitor based on site is available to staff and families for any advice and support. As a setting, Flying Start has access to agencies such as Speech and language support, Educational psychologist, ALNCo and the Early Years Early Help Hubs. These are specialist teams who provide extra support for children and families within the community.

Seahorses are dedicated to providing children with a happy, safe, secure and stimulating environment where they will be cared for by highly qualified, experienced and dedicated staff. All staff complete mandatory training that includes safeguarding or Child Protection, Food Hygiene, Health and Safety and First Aid. In addition to this mandatory training, all staff have access to additional training that would benefit their individual personal development. We also aim to support parents in day to day issues, offering help, advice and support where ever necessary. We will also sign post to additional services that the families could receive support from.

Each child is allocated a named key worker prior to starting sessions during the initial home visit, the key workers responsibilities include record keeping, one to one support if necessary, observing and planning for all children's skills interests and abilities. All members of staff are qualified to a minimum level 3 qualification in childcare and hold current DBS's.

This year we have adapted our evaluation process from a paper version to an online form. This process enabled us to send the questionnaire directly to the parent, these were completed quickly in comparison to previous years where a paper copy would be given, this would take a long time to be completed as parents would lose the form or forget to complete them. Additionally, an online form is more beneficial to the environment and the use of paper. This format was also used for staff and agencies, again this process was more effective as the responses were imminent.



Questionnaire results. 27/27 parents replied.

1. How long has your child attended Flying Start?



2. I feel my child is happy at Seahorses?



3. I feel my child is safe, happy and valued at Clare.





4. My child's needs are a priority whilst they settled into the setting.

100%
Agree

5. My child is supported to reach their full potential. Staff encourage my child to be independent.

95%
Agree

4%

6. Children's needs and interests are taken in to consideration to support their overall development.

95%
Agree

4%

7. Staff have adapted to the needs of my child during all transitions, i.e. settling into Flying Start, transitioning into nursery, dietary needs, additional support, etc.

100%
Agree



8. Please explain your answers

'Seahorses have been wonderful with adapting to my child's needs.'

'Flying start has been absolutely amazing with J's progress.'

'The staff are always lovely and keen to answer all questions. They supported my child throughout their time in flying start which I am extremely grateful. My child was very happy in school.'

'I am more than happy with R's progress in flying start.'

'Agree.'

'My little girls speech and communication has been amazing since being in flying start. She is more confident around new people and is always happy to attend flying start.'

'The staff are amazing supporting my son and his needs, even though he hasn't had a diagnosis yet, they have been on the ball getting him the support he needs.'

'C had really settled in and loves all the staff.'

..

'They're really helpful and really polite.'

'I feel my child is valued and encouraged at seahorses.'

'I indicated disagreement with questions 6 and 7 because I'm unsure of the staff's methods for fostering my child's independence and his developmental progress. I would appreciate feedback on this, as I'm also uncertain if he's facing any challenges.'

'all the staff are so helpful & understanding.'

'My son has settled in very well and I am always told how he has been in the setting and feel he has progressed so much more since starting.'

'They were amazing with M when he first started and was unsettled.'

..

'H has started going down to nursery and I've been told that staff have stayed with him and that he enjoyed it.'

'Staff meets L's needs.'

'Everything is explained clearly. The staff will take children over to nursery to before they start to make the transition easier.'

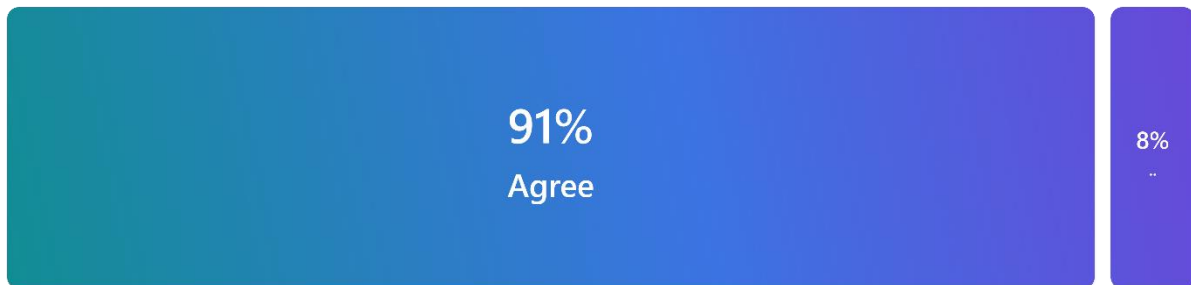
N/A



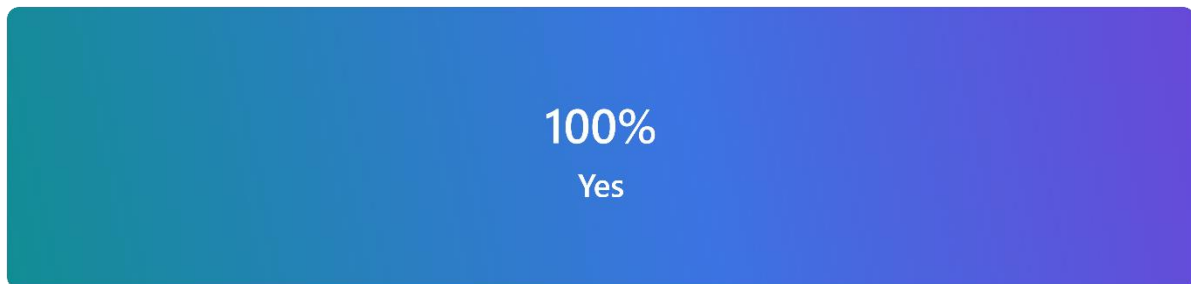
'My child has needs and every member of staff meets them and goes above and beyond to make sure his needs are met'.

'Diary intolerance fully aware'.

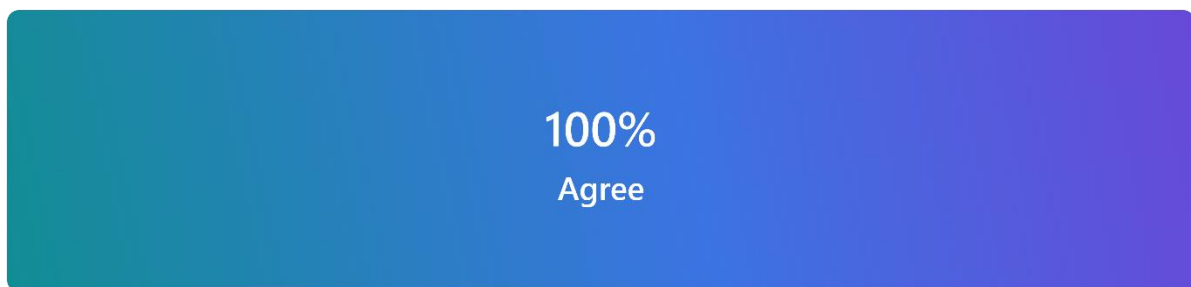
9. I am aware of who my child's key worker is?



10. I have regular feedback from staff regarding my child. This can be through all means of communication, i.e. class dojo, on collection, text message etc.



11. I am happy to approach staff for help and support.



12. Please explain the above answers in more detail?

'If I ever have a question or need advice I know the staff are more than happy to help'.

'The staff are so amazing with the children and parents.'

'Communication from school is good however there were occasions where parents were not notified about events.'



'I am happy with the communication from the staff.'

'The staff are lovely and friendly and keep me up to date.'

'Anytime I have had a worry or a concern I have always had help from the staff.'

'I'm not 100% sure who my child's key worker is but will ask. Staff are always informative during pick up and during school time if needed.'

'I can go to anyone for help.'

.

'They very approachable and very helpful and supported.'

'I know if I have any questions I could just ask staff about my child.'

'I usually ask about my child's well-being when I pick him up.'

'J has come on so much since being in flying start.'

.

'Always so helpful.'

.

'Staff are very friendly and always have time to talk to you regarding H.'

N/a

'I feel comfortable to ask any questions regarding my child and we're always provided photos and messages for how the day has been.'

N/A

'The staff always keep me up to date with everything with my child.'

'Staff always friendly and will make time.'

13. Seahorses staff keep my child safe and happy.

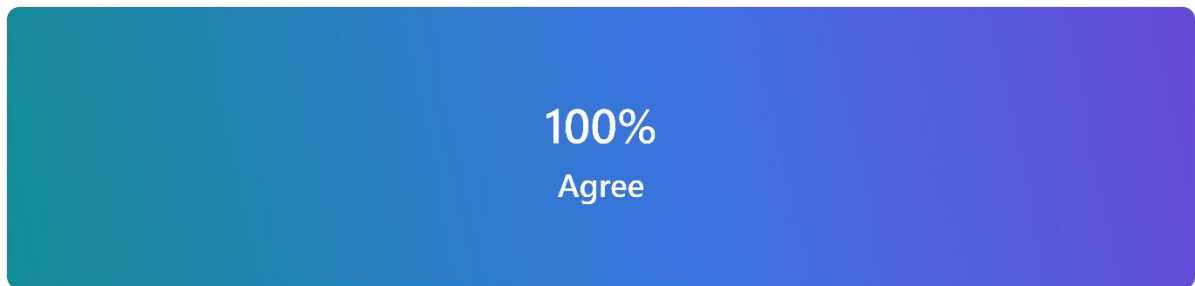
100%
Agree



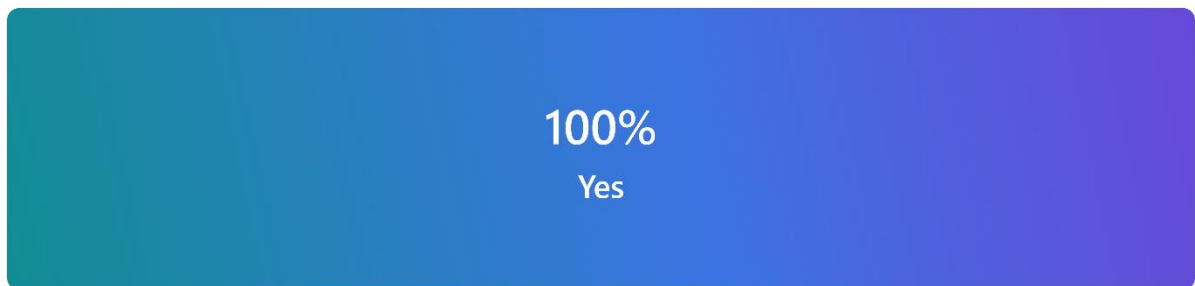
14. Staff support my individual child's play and learning.



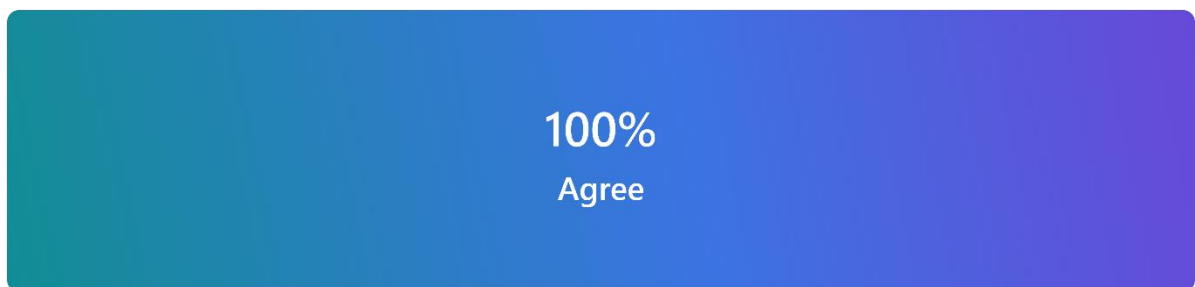
15. The setting is clean, calm and kept in good repair.



16. Seahorses is a safe place for my child to attend.



17. The environment is well equipped with plenty of resources to support and stimulate my child's development.





18. On your first visit staff were inviting, helpful and friendly.

100%
Agree

19. Staff are approachable and make time to listen to any concerns I may have regarding my child.

100%
Agree

20. Staff are professional, they all appear to work well as a team, offering advice, support and signposting any support that may benefit me and my family.

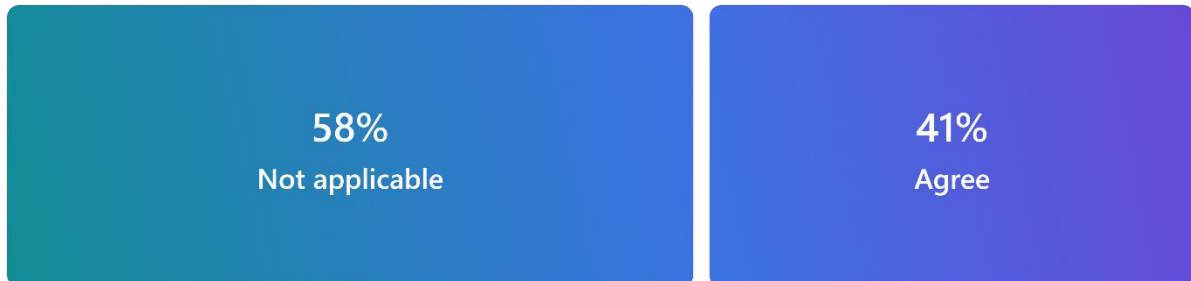
100%
Yes

21. Staff have supported me to access the online portal.

100%
Agree



22. Staff have supported and guided me through the ALN, (additional learning needs) process.



23. Please add any further comments or explain any of your answers above.

'No further comment.'

'Flying start is the best thing that has ever happened for the children in all aspects in life.'

'No comments.'

'I am happy with everything going on in flying start.'

'No problems.'

'Staff at flying start are very welcoming and kind, my child is always smiling and excited to see her teachers, it brings comfort to us parents knowing our children are being cared for while in school. They're also very supportive if we have any concerns.'

'Staff have definitely helped me get the right support in regards to my son's needs.'

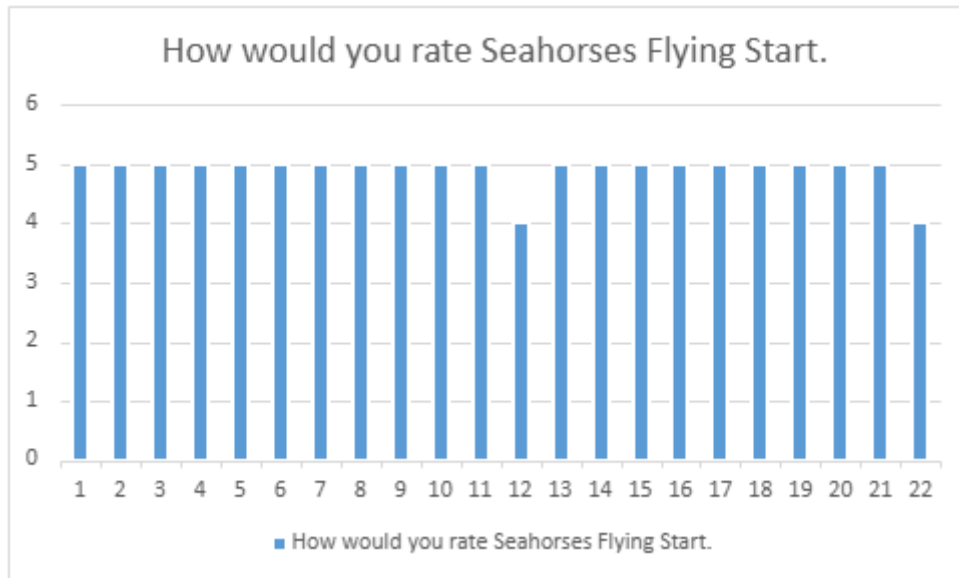
'I can go to them and ask for help anytime I need.'

'They lovely staff and always listen if there a problem.'

'Staff are very professional and caring.'



26. How would you rate Seahorses Flying Start



27. Please explain your answer.

Regarding question 14, I have indicated disagreement due to a lack of awareness of my child's specific learning and developmental needs.

'N/a'

'Staff have been amazing with ALN and have massively helped get hunter the help he needs.'

N/a

'My 3 children have attended seahorses and every time we've had amazing experiences. The children have grown in confidence with their speech and have all been potty trained before leaving flying start due to them helping me whilst they're in the setting. There are so many resources available for the children to play and learn with and I love that they are taken to the forest on the school grounds a Friday to play outdoors. Each time the staff have made the transition from flying start to nursery by taking them to meet the teachers and get used to the class room.'

N:A

'My child is diagnosed and they do a good job with what he needs.'

'Not applicable.'



'No further comment.'

'Flying start is the best thing that has ever happened for the children in all aspects in life.'

'No comments.'

'I am happy with everything going on in flying start.'

'No problems.'

'Staff at flying start are very welcoming and kind, my child is always smiling and excited to see her teachers, it brings comfort to us parents knowing our children are being cared for while in school. They're also very supportive if we have any concerns.'

'Staff have definitely helped me get the right support in regards to my son's needs.'

'I can go to them and ask for help anytime I need.'

'They lovely staff and always listen if there a problem.'

'Staff are very professional and caring.'

28. My child is included at all events such as school concerts, stay and play sessions, trips. During these events, my child and I are able to play together with other parents and children within Flying Start and the school community.

100%
Yes

29. Anything you would like to add?

'No'

'Thank you'

'No'

'You're all doing an amazing job. Thanks :).'

N/A



'Just a big thankyou to the staff for their support not only for my son but for myself also'

'No'

.

'My children enjoy going to seahorses'

'No'

'No'

'No'

.

'Thank you for everything you do'

'No'

'H has always been involved'

N/a

'Each year the children have been involved with the summer and Christmas concerts which we have been able to attend. When our little ones were a bit upset, seeing the staff comfort them was so lovely to see!'

'H' has settled in really well and is enjoying her time at flying start'

.

'Always engaging.'

Staff feedback 4/4 Questionnaires returned.

1. How long have you worked at Seahorses?

3 years

I have been working at seahorses for two years and nine months.

July 2024

3.5 years

2. What do you like the most about working at Seahorses?

The environment, helping children and families daily, being a support network with children and families. Having a supportive manager is all aspects.



I enjoy working with the children as every day is different. I like to see the children learn through play and as the setting is mostly child led they take us on some interesting journeys. I love seeing them grow and become independent ready for nursery.

The staff, children and the environment

The thing I like most about working at seahorses is making a difference to the children's development and creating a inclusive environment for children and families.

3. Do you have a job description that explains what your role and responsibilities are?
Do you feel that you fulfil your role to its full capacity?

Yes, to review in the new year to ensure I can carry it to my full potential

Yes, as I'm a support worker I feel I support both the children and my colleagues to the best of my abilities.

Yes

yes, I have a job description and I know that this is accessible to me at any time I require to have a look at, I'd like to believe that I fulfil my job role to the best of my ability. I keep up to date with all training that is required of me and always enjoy professional development.

4. Thinking of all the training you have attended; do you feel that you could use the training to support the children within the setting or your family at home.

Yes, all training adequate and appropriate for the children and families I work with

I have found all the training I have attended very interesting and useful to both at work and at home. I use a lot of Signalong at work to support the children who are preverbal and also at home to support my grandchildren.

Yes

I have completed multiple of training courses and try my best to incorporate it into practice as much as possible I like that all staff attend most of the training together so we are able to talk about it and make any changes together. I also like that I attended training recently that was based around my own mental health and wellbeing.

5. Is there any training that you have identified that would support you in your role?

Any training is supportive in my job role, when reviewing old training to update our knowledge or training to learn new things to support children families and colleagues

I am coming to the end of a course in ADHD that I am doing in my spare time. I would like to do more training that would help myself to support the children at Seahorses.

No



I'm open to any training opportunities, I would possibly like to attend ELSA training.

6. Do you understand what your responsibilities are?

Yes, and I try to follow them to the best of my ability

yes, I'm here to support the children in a safe and caring environment, to meet their individual needs. To support the children to become independent and ready for nursery. Work closely with other professionals and my colleagues.

Yes

Yes.

7. Do you have regular meetings with your manager? Are these beneficial?

Yes, J has an open door policy and always there to support staff in any aspect

yes we have regular meetings with my manager, this is beneficial as it's an opportunity for us all to get together to see how things are going and if we need to change anything to make it better.

I haven't been there long so not had any meetings yet.

we have regular staff meetings, and we also have open group chats regarding any changes. my manager has an open-door policy and is approachable.

8. Supervisions and appraisals work well. I am confident to express myself during these meetings.

100%
Agree

9. How effective is the leadership and management skills within the setting?

We work as a team all supporting each other and Julie is always there with leadership and management skills to encourage us, support us and progress our setting further

J the manager always has an open-door policy so if we need to talk about anything she is always ready to listen. J is very supportive and if we need anything to help us improve our skills she will find us the training we need.

Very effective



I talk highly of my manager I believe she is an incredible role model. she keeps us all in the loop of what's happening, she shares her knowledge with us.

10. How effective is your manager using their self evaluation tools? Do they plan for improvement?

Yes and these are looked on in regular meetings and supervisions

We are always doing continuous evaluations of the setting and we have regular meetings with our manager to discuss if we need to improve things at the setting.

J always keeps us updated with plans for improvement

Our setting has recently had building work completed so we can make our setting bigger for more children can access flying start. during this time J has attended meetings, made alternative childcare arrangements, sorted funding and worked with builders and contractors. to improve our setting. she also had to plan out a new floor plan. she is always one step ahead, forward thinking. the change to the online portal and adjusting to the new systems. if J sees something she feels is not working she will bring it to us for us to have a discussion. from the time I started to now things have changed so much J shares her knowledge with us shares ideas for a variety of things play ideas messy play ideas.

11. Are you happy to approach your manager for advice or support if you need it?

100%
Agree

12. Do you feel supported by your manager?

100%
Agree



13. In regard to personal development and opportunities within Flying Start or the school community, have you identified any roles that you would like to explore or move onto in the future.

I always have an ambition to go further in my career of working as a manager, but currently I'm still working to fill my current role

I am very happy at seahorses. Maybe in the future I'll have an opportunity to become a childcare worker and be a permanent member of staff.

No

My passion is working with children with ALN, I would like to carry on working closely to children with additional needs and supporting them. I would like to complete ELSA training and possibly look into nurture.

14. Do you think that there needs to be any improvements within the setting, if so what benefit do you think they will bring? This could be any training opportunities, day to day running of the childcare

No as we've currently just had the extension and currently getting settled within the new room, improvements are often looked upon regularly and changed if needed

The childcare room has now been extended, so we are already improving the setting so more children can attend Seahorses. As we are well into moving towards the curiosity approach our room is moving away from plastic as much as we can, the children are now using real- life items made of wood and natural materials which they enjoying.

No

I think if we could all arrange to stay back once a month for a hour after work to give us the opportunity to change up or work on anything within the room (not paperwork) as we have the time between sessions to complete paper work, and going back to having a station e.g. once a week or fortnightly art trolley/play dough /book corner etc and change up keeping the resources topped up.

15. Is there anything further you would like to add?

Just to say a big thank you for always being a supportive manager and giving us all opportunities to further educate ourselves to be the best we can.

Seahorses is a lovely, calming and enjoyable place to work. We all work well together as a team.

No

I feel that at any time I can bring things to J's attention and she acts on them, she has an open-door policy and I feel comfortable speaking to her.



Agency feedback 10/15 returned.

	<i>Early Years' Service Support Officer</i>
<i>Sonia Brown</i>	<i>14 months</i>
<i>Claire Bevan</i>	<i>Commissioning Officer Childcare and Early Years. 13 years.</i>
<i>Lisa Bainbridge</i>	<i>Early Years and Childcare Service Support Officer. 18 months.</i>
<i>Jo Whitehouse</i>	<i>Early Years Lead - 2years</i>
<i>Donna Rowe-Lewis</i>	<i>DESCo, 3 years</i>
<i>Daniel Jones</i>	<i>Teacher - 07/2012</i>
	<i>Headteacher - 01/2025</i>
<i>Alice Lockett</i>	<i>Early Years Worker, 3 years</i>
<i>Jennyfer Hicks</i>	<i>Local Authority ALN Designated Coordinator- 16 month working on this role</i>
<i>Sarah Dyke</i>	<i>Flying Start Health Visitor</i>
	<i>7yrs</i>

1. How long have you worked alongside Seahorses Flying Start?

<i>14 months</i>
<i>13 years.</i>
<i>18 Months</i>
<i>6 years</i>
<i>12 years +</i>
<i>Since Seahorses Flying Start began. Firstly, working alongside FS as a teacher and member of SLT. More recently I have worked closely with FS in the role of Headteacher and RI for the setting.</i>
<i>Supporting setting when needed.</i>
<i>16 months</i>
<i>17 months</i>

2. How would you rate the setting?

Seahorses is a friendly and welcoming setting, providing quality childcare for 2-3-year olds in their care. With the new expansion this has added to their quality provision.

The settings is always welcoming, they work really hard towards health priorities via the Health and Sustainable pre-school scheme.

J the manager often gets in contact with the Family information service with queries about Flying Start and the application portal. She is always polite and courteous in her contact and it is clear she wants to be able to support her families to apply so that the children can benefit from attending the setting.

"The staff are professional and always put the needs of the children in their care first.



Their environment is reflective of their commitment to provide an enabling setting where learning can be accessed by all children in a safe and caring space.

They are knowledgeable about early years development and education and are always willing to share new ideas, techniques and strategies to use within our setting.

They collaborate and communicate effectively with our Nursery to provide smooth transitions for pupils moving from Seahorses to our school."

Friendly staff, passionate about providing a safe secure environment for the children and carers that access the setting. Always attends meetings and provides excellent information about the child they are attending the meeting about.

An excellent setting with dedicated staff. The recent expansion and improvement of the setting has further enhanced the environment for children attending.

Staff have always been very welcoming and made me feel comfortable.

Clare Flying Start is a lovely setting, where staff have been doing an amazing job supporting children; especially those with ALN. The team are caring, patient, kind and thoughtful when working on the outcomes for each child with an IDP. They use their own initiative to carry on activities which will help the progress of each individual child.

Excellent setting, clean, age appropriate and educational toys and activities in place for children, staff loving and professional

3. Do you feel that Seahorses adapt to the needs of the child and family requests to the best of their ability?

55%
agree

44%
Strongly agree

4. Do you feel that Seahorses is a valued service to families in the community?

100%
True



5. Do you think that Staff ensure children's wellbeing is one of their main priorities?

100%
True

Please explain further.

Yes

Yes, the children are usually outdoors playing when I visit. All engaged with activities that are of interest to them.

Yes

Yes, they provide an enabling safe environment that considers and adapts to all learners. Sessions are fun and staff are professional and always appear to be engaged with children in their care.

100%

Yes

100%

Ye, they do.

Excellent.

6. In your professional opinion, do staff provide high quality childcare for all children?

All staff have attended training beneficial to catering for each child's individual needs and enhancing the setting.

J and her team ensure that they provide access to quality childcare for children who are Flying Start eligible to attend.

please see previous responses

They are all very well qualified and passionate about their role.

All staff are aware of the expectations in their role. The FS Manager ensures staff have the correct professional learning and resources to provide high quality childcare.



"Staff interact beautifully with the children, identifying needs and providing amazing care for the children in their setting.

Staff are always working with families to maintain a good relationship and support the family as best they can. "

As previously explained, staff go far and beyond to ensure children are given the best start in life

All of Seahorses staff are kind, caring and professional. All are attuned to the needs of the children.

7. Do you feel that there are positive relationships between the manager, staff, school and services?

Yes

Yes.

N/A

Yes, staff work professionally with all stakeholders. They are supportive of challenges and work well as a team, with other related professionals and as part of our school.

Yes, this is evident in meetings.

Yes

100%, from key worker to senior to manager to school staff, everyone works well together and maintain a very good working professional relationship.

Yes

Yes - the setting provides a multi professional relationship to all stakeholders

8. Do you feel welcome at the setting?

100%

Yes

Could you explain further?



I always get a warm welcome when I visit the setting. The staff are friendly and I am always introduced to new people.

Staff are always welcoming, chatty and are happy to hear new/updated information.

When dealing with a family who were finding it difficult to apply for FS, I was asked to facilitate a meeting either in person or on teams which didn't go ahead due to finding a solution to the problem. However, if this meeting had gone ahead, I'm sure I would be made to feel very welcome.

I have a very strong and positive relationship with Mrs Ace the manager and all staff. We meet regularly to discuss transition of new pupils and share information to ensure all pupils and families can be supported appropriately. The team regularly join in with training and opportunities to collaborate on professional learning e.g. attending Meithrin sessions locally. They often share new ideas/strategies and planning opportunities with our Nursery staff.

I always get a warm welcome from all the staff at setting when I visit.

As Headteacher of the school, I always feel welcome when popping in. Julie Ace, the setting manager, is always approachable and supportive.

Staff always say hello to me when I go into the room. J and staff are always smiling and happy to see me.

Staff are always happy to share the most up to date information regarding each child and what support have been given and is working and what needs additional support.

All staff are fantastic, including J CCM. All go above and beyond to make sure every is happy and that includes health and wellbeing

9. Is there anything you would change or would like to take this opportunity to pass on any thoughts, praises, or concerns?

Yes

No.

N/A

The team are caring, professional and knowledgeable and dedicated to providing high quality childcare. I know they will always support our setting and always feel welcome. An asset to our school.

No

Keep it up!

Please see below



No

No

Could you explain your answer?

Keep up the good work :)

N/A

N/A

see above

NA

n/a

Just how amazing this setting is, the passion and commitment all staff have is lovely to see. Good working relationships with staff in setting, school and outside organisations. The core focus is the children and making sure they are getting the support they need.

Just keep doing what you are doing, for the best of the children in your care

all excellent.

10. Do you feel that your service is promoted/ signposted to parents who require support?

100%
Yes

If you selected 'no' please explain further.

N/A

We could probably do more to share information with the setting that can be shared with parents.

J and her team always ensure that parents who are having difficulty with the Flying Start portal are sign posted to the Family Information service who are able to assist. She is quick to raise any portal issues with the wider team.

not applicable.



NA

n/a

Families are wanting supporting from the setting, working with the setting to identify if families need extra support from Early Years Early Help.

N/A

The service is well promoted.

We also had feedback from the Early Years ALN Team:

In our capacity as the Early Years ALN Support and Inclusion Team, we have always found the staff in Clase to be approachable and willing to engage with us.

The setting follows the Early Years ALN Pathway appropriately, accessing advice and support for children effectively, and implementing interventions as advised.

They accessed relevant training facilitated by the EY ALN Support and Inclusion Team and have a good knowledge base, practice, and promote an inclusive childcare environment.

We look forward to working together to provide the best outcomes for the children in 2025.

Evaluation.

The setting has always provided families with high quality childcare and other services. This report identifies that the setting as a whole supports the staff, external agencies, families and children in a holistic way. Although this is not discussed in the evaluation process, the recent funding to expand the setting has created an environment where children have more space and play opportunities both indoor and outdoor, with this in mind we look forward to supporting more children from Clase and the surrounding areas, providing them with new opportunities to learn through play.

Within the feedback from parents, there were some anomalies that have been discussed on an individual basis. One parent raised that staff had not approached them in regard to any developmental concerns of their child. However, this is discussed during toddler talk with the child's key worker. If staff have concerns this is identified and monitored over a period of time, parents are always informed of our concerns if there are any, they are also kept informed of any updates or possible referrals that may support their child's learning journey.

In addition to the above, as a setting I ensure that all staff are qualified to high standard, but are also given the opportunity to develop their knowledge and skills through valuable training opportunities. It is also evidenced above that all professionals involved within the setting all have the same shared outcomes for the children we care for.

