



La Maternelle Family Childcare Nantwich



Parent Questionnaire 2020.2021

(115 responses from individual families which is 97% response rate)

Blue typed comments – Pre School Room

Purple typed comments – Mini Room

Red typed comments – Rainbow Room

Orange typed comments – Sunshine Room

My child is happy & enjoys their time at La Maternelle

Strongly Agree	82%	Agree	18%	Disagree		Strongly Disagree		Can't Comment	
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Parent Comments

- Always eager to come
- Not been attending that long (6 weeks) so still settling in but seems very happy
- Quiet but generally happy
- X loves nursery!
- X loves coming to nursery. He absolutely loves the staff and all his friends. We're really happy with how well he's doing and progressed
- Very happy. Always talking about teachers
- X loves nursery and is eager to let me know about all the fun things he learns (especially butterflies)
- X has settled really well and enjoyed her time at La Maternelle
- I think most of the time X enjoys nursery although on occasion he does say he doesn't like it. We always talk about his day and activities which he seems to mainly express with excitement or enjoyment.
- Loves going to 'big girl' nursery every morning and is full of enthusiasm for the activities she does and the people there
- Always talking about her friends
- X looks forward to coming to nursery
- X loves coming to nursery and she enjoys the activities from her face on the photos. She loves all of the staff in the room to which is wonderful that they have made her feel so safe and happy
- X loves coming to nursery and really enjoys his time there. He also loves all the staff
- Still settling into Star Room
- X loves coming to nursery and often plays nurseries at home pretending to be different members of staff
- Always looks forward to coming
- X loves coming here
- X enjoys being at nursery, we reduced her hours because she was getting tired and frustrated but hope to increase
- Calls it his 'nursery house' and always really happy at the end of the day
- She loves her nursery days
- He seems really comfortable with all the staff and safe there
- X looks forward to coming, asks to come more often and always says he's had a "lovely day" when he's been
- Settled very well in Rainbow – already loves Chloe!
- X loves nursery
- X loves his days in nursery
- She is very happy and settled and looks forward to her days at nursery
- He loves it, makes me so happy and reassured
- Although a little grumpy in the mornings, it's clear he loves his time at nursery
- Still settling but doing really well
- X loves coming to nursery and I know he thoroughly enjoys his day when here. He always comes in with a smile on his face
- Cries when comes in but then cries when leaving
- Loves it
- X has settled really well – she loves her time at nursery so much

I feel the staff are friendly, approachable, welcoming and communicate well.

Are there any individual members of staff that stood out to you

Strongly Agree	83%	Agree	17%	Disagree		Strongly Disagree		Can't Comment	
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Parent Comments

- All of X's Key People/Persons, Sam, Alison, Emma
- The updates on the app are a plus. The last nursery didn't have this
- Alison, always positive energy, and X loves that
- Alison and Sam go above and beyond for X
- Alison is wonderfully kind and lovely
- Alison has done brilliant bringing out X's confidence, noticed different as soon as X settled with her
- All staff are brilliant, we find you all approachable and interested in the best care for our children
- Sam, Emma, and Alison are so friendly and positive. We're going to miss them all so much when X goes to school. We couldn't ask for a better team to look after X.
- Alison, Emma, and Sam are fantastic
- We love all the team at La Maternelle, and we especially love Alison, X's Key Person
- Sam/Alison – Always happy, bubbly, approachable and X is fond of them
- Sam and Alison brilliant members of the team, credit to nursery
- Friendly welcome from all staff upon drop off and are approachable to discuss any concerns

- Hannah always has a bright smile and chatty
- Cait is particularly fab, so informative and supportive (especially with speech and language)
- X really likes Cait
- Hannah has been absolutely fantastic with supporting us and working with us/giving advice about X's behaviour outside nursery. X always wants to show things from home to her. Cait has been amazing with us with X too and giving lots of great advice. Thank you both for the support with the noise sensitivity. Emily has been wonderful too.
- Staff are so friendly and great with X
- Chloe (Rainbow Room) was amazing. Cait is the most regular member of staff I meet, and nothing is too much trouble
- Cait, Emily and Hannah have all made a great impression on X and she regularly talks about them
- Emilee is brilliant with X and Abi – they're all fab!
- Both X and X really like Harrie and Chloe in particular
- Abi has been amazing at working with us to make X comfortable and helps her to communicate
- Everyone is friendly and welcoming
- His Key worker Emilee has done amazing at helping him settle in
- Emilee and Jess have made a great bond with my child
- Harrie has been amazing especially with X's needs
- X's main carer Emilee explains everything necessary
- Especially happy with Key Workers, previously Leanne, current Chloe
- All lovely and always keep me updated
- Harrie is an excellent key worker!
- Kadie and Sian – great communication and support
- Both of X's Key Workers are brilliant with him
- Emilee/Jess – everyone to be honest!
- Chloe is brilliant with X. X also loves Emilee
- Everyone was very approachable and welcoming all days, from day 1
- Katie and Leanne are lovely, and Sian has always been helpful and friendly with queries
- Shaunna and Kayleigh. Excellent they go above and beyond; wish they could be at home with us!
- Leanne and Katie are always brilliant and do thorough handovers
- Katie always greets us with a smile
- Katie always friendly and communicates well
- Both Katie and Leanne are fab
- X loves Katie, really great approach to X, couldn't ask for more
- I feel confident that X is having the best day in the Sunshine Room

I feel the staff & my child's Key Person really know my child as an individual and support them & us as Parents well.

Strongly Agree	82%	Agree	17%	Disagree	1%	Strongly Disagree		Can't Comment	
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Parent Comments

- As best they can in 6 weeks
- Alison, can really see the effort put into relationships
- There is definitely a personal knowledge and interest. Always willing to support needs – particularly X as needed medical etc
- Sam and Emma have been so great with X. Alison as well. They all know how to encourage him and keep him engaged. X's interests are always incorporated into his learning
- Always discuss areas to improve educationally and behaviour
- X can be funny about having to ring the bell in the morning, all the staff know how to deal with X
- 100% agree – thank you!
- I feel they know him very well and always keep me informed if anything happens to X or if anything is wrong
- Always communicate well, regular telephone calls, updates
- I don't know what we would do without Abi
- The drop off and pick up chats are really helpful
- I think the staff do a great job at helping with the development of X
- Although he has only just moved to the Rainbow Room, I feel Chloe is doing a great job with him all the other staff
- Definitely! Thank you for support for mummy when daddy is away
- Harrie is very caring and has built a lovely bond with X
- X always seem very happy to see Katie and talks about her at home
- Super happy

Areas for Development based on Parent Comments

I don't know many of the Key People in the Star Room yet

Child has just transitioned into the Star Room and will continue to build relationship with Key Person and practitioners within the room through daily engagements. Check in with parent within next month to ensure they have formed a relationship with new Key Person. Ensure all Parents have received the Star Room Information booklet.

La Maternelle provides a stimulating & enjoyable environment indoors & outdoors for my child.

Strongly Agree	82%	Agree	17%	Disagree		Strongly Disagree		Can't Comment	1%
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Parent Comments

- Only seen outdoors in person but looks great. Things like yoga look ace
- X comes home each day telling us about new things he's learning and/or made.
- Always lots of different activities that X seems to enjoy and engage in
- X loves it and such a great range of activities to get involved in
- X loves the outdoor space
- There has been great improvement in the outdoor area and indoor since taking over with the limitations of the outside space
- I feel that the Nantwich setting is brilliant with lots of space and lots of things to do
- X loves being outside
- Always great seeing the variety of activities on EyLog
- It's a very welcoming and nurturing environment
- Looks good from pics.
- Looks great from photos
- Glad I picked this nursery for that reason

Areas for Development based on Parent Comments

It would be lovely to see them do more outdoor activities which involve nature, when outside X plays with sand a lot and with toys but nice to see more different.

The Pre-School children utilise the Forest and Natural area on a daily basis. With the reduction of limits imposed by COVID there was a time where activities were more limited but hopefully you will notice a change in this now based on the updated Government guidance.

Due to circumstances, I do not get to see her enjoying activities indoor/outdoors. Looking forward to times we can see more of indoors after lockdown.

Due to COVID parents have been unable to come into the setting to see the indoor and outdoor environments. As COVID restrictions lift we plan to provide opportunities for parents to once again be able to do this.

My child's learning & development is well supported at La Maternelle.

Strongly Agree	76%	Agree	24%	Disagree		Strongly Disagree		Can't Comment	
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Parent Comments

- We love the EyLog updates/pics too
- X has come on leaps and bounds with his numbers and letters
- You have all been great!
- 100% X has come on leaps and bounds
- As indicated through reviews
- Especially around speech and language
- Just had an appointment through for speech therapy which he really needs so I am pleased with this
- It has been lovely to see her progressing with her fine motor skills recently
- I think X is coming on a lot which I feel is mainly to going nursery, the staff and interaction with his friends
- We think that X is well supported
- From day one he has always seemed to have learnt something new
- I can't believe how many songs she knows including the alphabet!
- The intervention plan has helped X's communication to progress
- He changes daily, loves showing and telling me what he's learned
- Really coming on
- X is flourishing and I feel that is a lot down to the nursery input. He always comes home and surprises us with the things he has learnt
- X's development has come on leaps and bounds

Areas for Development based on Parent Comments

I don't know what Lola time is

As part of the setting development plan, we are currently finalising the La Maternelle Curriculum. This will support parents understanding of what the children learn during their time at La Maternelle This information is also included in the Room Information Booklet.

Regarding EyLog – I find the online learning journey & weekly updates useful & informative.

Strongly Agree	67%	Agree	31%	Disagree	1%	Strongly Disagree		Can't Comment	1%
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Parent Comments

- Nice to see photos during the day so helps for conversation with X
- It's a great app, very informative and keeps us updated on what children are up to and how they are doing
- Very helpful
- I especially enjoy seeing photographs of both children on EyLog
- I love the daily pics too
- It is a great tool to talk to X about. Their picture is a good way to prompt her memory as she normally says she can't remember
- Really like updates and finding out what X is doing each day
- The pictures vary some days none some days 4 I don't know what to expect
- We really enjoy being able to see what X does at nursery and dad get to see X at play
- Rally enjoy seeing updates throughout the day
- Great
- We love seeing/knowing what X is up to
- Very useful app
- Love reading these and seeing what Sophie has been up to while mum and dad are working
- Definitely always appreciate seeing how Lilliana is getting on
- Love them!
- Brilliant tool
- I love seeing the photo's – more the merrier

Areas for Development based on Parent Comments

Need my login reset, can't get on

Individual technical issue solved with parent

App can be slow with more than one child - The app doesn't work very well -App really struggles between the 2 kids

We will refer these issues to the EyLog technical team and have supported parents struggling with the app's efficiency.

Sometimes it is missing information, but we really appreciate all the pictures and summaries.

Sometimes it hasn't been updated or wrong food but I know it's really busy – I'd rather you were the children than worrying about this.

Not as much info re toileting.

We would love more pictures.

Sometimes it would be good to get more details about what he's eaten (certain things avoided?)

We would like to see a few more updates on the Learning Journey

A real time diary would be really appreciated also love watching videos, please send more.

We apologise for any errors, it is inevitable that there will be some due to human error, however we will continue to endeavour to ensure this is as limited as possible.

In order to ensure a high-quality experience for children at La Maternelle our ethos is that the priority will always be on the Practitioners engagement with the children above everything else. This has also been highlighted as a key reason for the Early Years Foundation Stage reforms. Practitioners are trained to never break an interaction with a child to take a photograph/video in order to maximise children's learning & to not miss any key opportunities for this. The negative of this is that it can impact on the amount of information/photos/videos we are able to share with Parents via the app. As Parents, we do understand the value to you of receiving this information, therefore, try to ensure we are striking a good balance meeting the needs of the Parents also but not at the detriment of the child's experience.

We work hard to reduce the amount of administration Practitioners need to do throughout the day to ensure their focus is on the children at all times. The expectation is to ensure all children have one magic moment throughout the day and all basic care information is recorded as necessary for individual children.

La Maternelle has good arrangements for children starting nursery, moving between rooms, and starting school

Strongly Agree	67%	Agree	26%	Disagree	1%	Strongly Disagree		Can't Comment	6%
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Parent Comments

- Only seen the Pre-School stuff but seems great
- Due to Covid not been able to have school come in etc. but I'm aware that usually the transition is done well.
- Yes, very pleased. We're really happy with how the nursery is handling the transition to school.
- Just brilliant
- Only experienced starting nursery which X settled in quickly
- X settled really well when starting nursery
- From what I can remember! Feels like a long time ago! But I'm sure the transition in September will be great!
- The transition booklet was really good to look at and talk through with X when moving rooms

Areas for Development based on Parent Comments

COVID made the transition difficult this year

COVID has made us have to review & adjust our systems for transitions and settling in visits this year. We have worked hard to ensure children & families are well supported. Children have demonstrated real confidence & resilience. There are positives to be reflected upon from these adjusted procedures to take forward with us in the future.

Not sure how this works yet as we have only recently started

This information is shared with Parents as required based on their individual child's transitions within the setting. There is a set transition plan from room to room. We will ensure that if any Parents are unsure about how transitions look throughout a child's time at La Maternelle this information can be explained & shared.

My child is supported to lead a healthy lifestyle at La Maternelle

Strongly Agree	78%	Agree	22%	Disagree		Strongly Disagree		Can't Comment	
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Parent Comments

- Healthy meals and outdoor running around
- Good that there is lots of fruit/veg and only drink water
- Food is fantastic and we loved the pizza activity with home and nursery link
- Yes they are always encouraging X to try new things and help with his eating
- Meals are great
- The meals are well planned. Lots of activity time
- Brilliant food menu compared to previous nurseries used. Promotes healthy eating and lots of outdoor exercise
- Menu always seems healthy, and she seems to spend lots of time outside/being active
- I think so, brilliant food choices

Areas for Development based on Parent Comments

More feedback needed around food and child though

We place a high emphasis on Practitioners prioritising engagement with the children above everything else. This can impact on the amount of information we are able to share with parents via the app. We work hard to reduce the amount of administration practitioners need to do throughout the day to ensure their focus is on the children at all times. The expectation is to ensure all children have one magic moment throughout the day and all basic care information is recorded as necessary for individual children.

It would be nice to see more vegetable snacks too

The menu is planned to ensure five portions of fruit and vegetables are offered to children throughout the day. We will ensure that a good variety of vegetables are included in the menu.

I feel that La Maternelle has dealt with the COVID situation well

Strongly Agree	75%	Agree	24%	Disagree		Strongly Disagree		Can't Comment	1%
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Parent Comments

- Hasn't really impacted
- Overall, very pleased. There was a bit of confusion about bubbles and staff going between rooms. But overall, very happy with how it was handled.
- Very Accommodating
- I have felt safe leaving X at nursery during Covid
- Nursery have dealt with this very well
- Very minimal impact and supportive
- Yes, they seem to have dealt with it really well
- No internal cases in X's room amazing!
- Great Communication and support
- Well, done everyone!

Areas for Development based on Parent Comments

Comment	Outcome
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Not all Parents encouraged to wear face masks whilst they were compulsory

Communication was sent to all Parents to wear masks at drop off and collection of children. Parents who repeatedly did not wear a mask were individually communicated with as and when necessary.

Would have been good if I could have supplied teething products but can't be helped.

We understand this has been a difficult time for parents and appreciate everyone's co-operation with the guidelines & COVID restrictions.

Overall, I am happy with the care and support my child gets at La Maternelle

Strongly Agree	81%	Agree	19%	Disagree		Strongly Disagree		Can't Comment	
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Parent Comments

- Yes. Couldn't agree more. The staff are superb and we're so happy with X being able to come here We'll definitely be recommending.
- All staff throughout X's time have been fab
- Again, credit to Sam and Alison
- We are very pleased with the care and experiences she is having and especially around some of her challenges
- Brilliant! I am sad he only has one more year left!
- X is very shy but loves it
- AS said before X enjoys nursery and that is because of the great care and support by all staff
- Couldn't be happier

I would recommend La Maternelle to another parent or carer

Strongly Agree	75%	Agree	23%	Disagree		Strongly Disagree		Can't Comment	2%
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Parent Comments

- Yes, for sure
- Definitely
- Very friendly, professional and welcoming environment
- Definitely, I always tell people how amazing the nursery is
- Always recommend La Maternelle to friends and family
- I have on many occasions
- I have recommended to other people
- To everyone

Tell us something that you particularly like about La Maternelle

Staff

All staff are very **friendly, HELPFUL** and help with X's development

The staff in the room are all **friendly, approachable** and have **STRONG RELATIONSHIPS** with the children

Staff are lovely

The staff in X's room are **absolutely fantastic** and so invested in her having the best experience whilst she's at nursery

Friendly staff that get on with the children well.

The staff are SO lovely, **kind** and *caring* and I feel really get to know the children really well. They build up great relationships with us which makes us feel happy to leave X in their care

The personal level in which all staff know X and her interests. They care about all aspects of her i.e., feelings, eating, development

The staff! All the staff are great, they were the reason I followed La Maternelle to Nantwich from Wistaston Support from carers/staff is amazing. X feels so happy at La Maternelle and looks forward to going each day!

How friendly the staff are

The staff members

Everyone is really friendly, learn the parents faces quickly too with new staff which is a good thing too

Caring, engaging staff

Staff friendly and supportive. X loves coming and enjoys her time here

Staff friendliness. Positive care of children

Communication and how friendly all staff are

Staff including office staff

Love the interaction X has with the staff. He is always happy and coming on so well

A lovely team of staff. Great range of activities particularly for Pre-School – dance, yoga, theme days/weeks

Staff know the children really well and

genuinely care about them

The staff and variety of activities

The staff are **amazing**

Great staff team. Thoroughly know children. Very well managed, *fantastic management team!*

Really friendly and **communicative** staff. X settled really easily and well

All staff **welcoming** and **SMILING** at all times

All carers know X extremely well and she always comes home happy

App and the team

The girls are my lifeline, We love them

Staff friendliness, positive care of child

I love the staff, how caring they are and how **attentive** they are to X's needs

All the staff are amazing with X

Friendly and **Supportive**

Friendly faces and **consistent** staff, lots of varied activities that are stimulating

The staff in Sunshine are so caring and go *above and beyond* for X

Staff are friendly. Communication is excellent, I feel supported as a parent and included

The personal level in which every staff member knows X and his interests

The staff – amazing

All staff always seem happy and caring

<p>Happiness</p>	<p>Organisation</p>
<p>How happy X is and lovely key workers Friendly and look after X very well and she is very happy How happy X is there I am confident and happy to leave my child in their care That my child is happy, well cared for and enjoys going every day How happy X is, how friendly everyone is Everyone is lovely. X is happy here and getting updated throughout the day is so comforting and reassuring How they've helped X become more confident and getting on well with other children and staff Both our boys love coming, they seem to have <i>lots of fun</i> and seem very happy and tired at the end of the day How much X loves it How happy X is! X absolutely loves coming every day, I feel that the nursery not only supports me and care for me</p>	<p>How much they help children settle in Strong relationships with children and parents I particularly like how well X settled into the setting. It shows that X is comfortable and feels secure and at home Communication between staff and parents is very informative Structure and routine <u>Great speech/language support.</u> Good communication with us. X's reaction to go to nursery. It is very organised. X always leaves very happy The change from Elmscot to La Maternelle felt seamless and we were reassured and confident he would be happy The whole ethos Structure activities and caring but professional environment</p>
<p>Activities</p>	<p>Environment</p>
<p>The vast array of different activities they give the children to do Tadpoles/butterflies etc., X talks about these a lot to her family Activities, prep for school STAFF Range of activities and listening to what the children are curious about and planning activities around it Lots of different activities and range of meals I love how much the children are outdoors and the activities done The variety of activities provided, and care and support given by staff Good variety of activities, great food choices and we love the staff</p>	<p>Setting of the outdoors and rooms inside Access to outside play The proximity to our home – the open space that allows kids to play and amuse themselves and learn Clean and well managed play area The facilities are brilliant, and Chloe is a superb key worker. X loves her. The French speaking, lots of outdoor space EyLog, Time spent outside</p>
<p>Food</p>	<p>App</p>
<p>The healthy food/snacks, friendly staff The healthy food/snacks, friendly staff</p>	<p>The app is great The eyLog for communication and updates. The activities that are set up each day for all kinds of learning and development I like the eyLog updates and newsletters The new EyLog app</p>

La Maternelle might be even better, if...	
<i>More varied menu More varied menus for lunch and tea. X not seeming to enjoy food as much since more to Nantwich</i>	The food remains the same as that was provided at Wistaston. The menus are reviewed & changed at least every term. We ensure these are varied but also contain meals & foods that are healthy & enjoyable for children. We will continue to try to ensure a wide variety.
<i>French Lessons</i>	French Lessons have previously been offered to our Pre-School children however had to stop because of COVID.
<i>More cooking lessons for the children.</i>	We will gradually reintroduce cooking activities as these have been limited due to COVID restrictions.
<i>The outside area was bigger (obviously we know this is impractical) More different activities outdoors.</i>	The outdoor space is substantial & we will continue to endeavor to ensure that it is well used, in all weathers with enjoyable opportunities provided for the children.
<i>It was still closer i.e., in Crewe and offered school hours</i>	We are now located in Nantwich & sincerely thank all Parents who have supported us with the transition to the Nantwich setting. We hope you are enjoying all the additional facilities this location has to offer the children, families & staff team. We have not offered school hours for many years now due to the demand for full day care.
<i>Handover wasn't in the car park as parents drive quite fast</i>	To ensure the Health & Safety of all children Handover's for the Star Room children take place inside the gated area which is secured area away from the Car Park.
<i>Better communication HOWEVER Covid has been a massive problem so will hopefully improve once situation does.</i>	There have been several challenges that have arisen due to COVID. However, we have aimed to maintain the quality of communication & will continue to do so.
<i>More info on forward plans e.g., when they might need a special outfit etc.</i>	This information communicated via the weekly update & via email. Key People also try to remind Parents. We will continue to try our best to ensure everyone is aware.
<i>Diaries updated better I believe due to internet issues More eyLog was put on, But I know due to not a lot of updates X has their full attention and doing activity Even more use of the app for messages/development commentary.</i>	We place a high emphasis on Practitioners prioritising engagement with the children above everything else. Practitioners are trained to never break an interaction with a child to take a photograph/video. This can impact on the amount of information we are able to share with parents via the app. We work hard to reduce the amount of administration practitioners need to do throughout the day to ensure their focus is on the children at all times. The expectation is to ensure all children have one magic moment throughout the day and all basic care information is recorded as necessary for individual children.
<i>We didn't have COVID rules and were able to come inside more and see what they have been doing</i>	We agree that COVID has had an impacted on our procedures & we hope to review this impact & make an adjustments as & when we can.
Any further comments	
<p>★ He has really enjoyed it here ★</p> <p>★ Thank you – X is very happy here! ★</p> <p>★ I appreciate all staff and their work ★</p> <p>★ Keep up the good work and thank you ★</p> <p>★ No were very happy ★</p> <p>★ Fantastic Nursery ★</p> <p>★ Thank you for your care and support ★</p> <p>★ Nothing – everything is great! ★</p> <p>★ X loves nursery! ★</p>	