

**Investors in Families Lockdown Award checklist**

**This award will be given to schools that have supported children and families throughout the ‘lockdown’. It’s aim is to celebrate and acknowledge the dedication, support, guidance, care and nurture that you have provided during the epidemic.**

**Communication**

| How have you communicated with families?  | What platforms did you use?  | Frequency of communication?  |
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| <p>We have communicated with our families through Facebook by uploading videos of the practitioners reading stories for the children, sending birthday wishes, sharing activity ideas and Educational activities they have done with their own children to help keep them engaged and occupied during lockdown. Some of the staff also made singing/musical videos, puppet shows and sent personal messages to help reassure the children and to show that they are missing them.</p> <p>We have also kept parents up to date with Government guidelines, any changes within our provision such as use of PPE, snuffle stations, enhanced cleaning, updates in policies and procedures due to Covid 19 etc.</p> <p>All of our employees completed Covid 19 training and infection control/hand hygiene during the first peak which has helped reassure families that we are committed to the safety and wellbeing of all the children in our care.</p> <p>Our Xplor app has been instrumental during the lockdown period and has enabled us to make direct contact with our families. This was used routinely during lockdown to ensure</p> | <p>Facebook<br/>Xplor<br/>Email<br/>Parent Forum<br/>Nursery website<br/>Telephone communication<br/>Keynote<br/>Face-face communication (at entrances whist socially distanced and with PPE)</p> <p>We have also communicated with parents/carers since transitioning over from a previous setting to St Aubin and have listened to what parents really need and Feedback was an area they welcomed change. 100% of our parents are using the Xplor app in order to communicate and this helps reduced time of face-face contact during the pandemic and handover period at the door. We are able to communicate accidents,</p> | <p>1)Continual – daily/weekly<br/>2)During any changes to government guidelines<br/>3)When our practices and policies have been updated due to Covid 19<br/>4)</p> <p>We have made contact with parents, in particular vulnerable families simply to check in on how they are doing. We appreciate that not all families are in need of support but there are a few who really welcome any advice or updates and benefit from having a source of contact who they trust.</p> |



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| <p>communication remained open and transparent. Xplor also allowed for any signs, posters, photos or messages to be sent to large groups as well as on an individual basis. Xplor is fully GDPR compliant but can also enable parents to send through track and trace/test results through to our protected server for our reference within our nursery. Confidential data can also be send to the Xplor administrator at nursery.</p> <p>Due to public health restrictions during the lockdown period from 23<sup>rd</sup> March until 29<sup>th</sup> June 2020, the Government’s guidance was that registered early years providers (such as nurseries and early years businesses) should close to all except vulnerable children and those of critical workers—All parents/carers were contacted to establish who these were and we also worked with the local authority to help secure placement for children of essential workers and venerable children. Once restrictions were lifted, a flexible approach and phased return was planned with the parents for all other children. Due to the long period of absence for some children and families, the children were offered complimentary re settling in visits if they required it.</p> <p>Newsletters have been emailed out regularly to keep parents informed for those whom are on our mailing list. We also provided families with flexible childcare arrangements, waived some notice periods and also did not feel is was right to charge any fees during any of the closure periods due to Covid 19. Some of our parents who have become unemployed</p> | <p>medication, care/Education, upcoming events/ and celebrations, meals, sleeps etc. Photographs can be uploads which parents feel is reassuring for parents when their child has been absent from the setting for long period due to isolating or shielding.</p> <p>We also provide questionnaire to parents during our quality reviews and after show around so that we can prioritise improvements. We conduct children’s questionnaires also so that we can seek their view points. Recently, we celebrated Chinese New Year and the children wrote their wishes on mandarins which they hung on a tree. This opened up communication with the parents but also enabled us to utilise this to help make their wishes come true where possible. Some of the children wished for ‘Batman, Spiderman, Peppa Pig and Paw Patrol’ toys. We have now purchased these so they can have them readily available for free play time. One child wished for a hug from their Mummy which was really warming and feedback to the parent. Another wished she was a ballerina – we are still working towards this but we know she has a tutu at home.</p> |  |
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| <p>as a result of the pandemic have had support with childcare from our setting so that they had a period to focus on securing a new job without financial stress.</p>                            |  |  |
| <p>We have provided emotional support to families who have also suffered from anxiety and domestic abuse. Regular check ins were conducted via the telephone and during the hand over period.</p> |  |  |

**Engagement**

| <b>How have you engaged with families?</b>  | <b>Was this successful? What were the barriers?</b>  | <b>What would you do differently?</b>  |
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| <p>We have engaged with our families continually and if anything, we have increased the amount of communication despite the pandemic, restrictions and need for social distancing.</p> <p>Our new families especially have been able to meet the team and view our setting via Zoom. Although slightly less personal that coming to the nursery in person, this enabled a starting point and an introductory period about our setting and the families priorities for childcare. Parents were also offered to come for visits once restrictions eased onsite, however this was fully risk assessed and agreed that this would take place outside of operational hours. Some of our most senior staff really stepped up and offered to do this as they felt it would help parents establish a positive feel for the environment.</p> | <p>We are lucky that all our families had access to mobiles, landlines or iPads.</p> <p>Barriers for engagement include:</p> <ul style="list-style-type: none"> <li>• less face contact which is less personal</li> <li>• Time restrictions – a great deal of effort and time has been provided to ensure our families feel included and are regularly updated</li> <li>• Some families who are home schooling or working from home</li> </ul> | <p>Involve parents more with sharing their knowledge and skills with the children by offering them to come onsite. In our other settings prior to Covid 19, we have had parents whom, have provided activity and learning sessions, show and tells and discussions such as:</p> <ul style="list-style-type: none"> <li>- Dance</li> <li>- Dental hygiene</li> <li>- Road Safety</li> <li>- Animal Care</li> <li>- Optical care</li> <li>- Harvest and farming</li> </ul> |



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| <p>We have increased the usage of technology to keep in contact with parents. We primarily use Xplor and keynote to complete assessment documentation and the children's records which can be forwarded to the parents/carers. These are used several times a day and has helped build stronger relationships as a result. Parents have become more involved with their child's day, some of which have also sent us resources such as information about cultural celebrations such as Chinese New year. These have then been included in the children's board displays around the nursery. I feel confident that the majority of families now know more about their child's care and Education despite not being able to come onsite than they did pre Covid 19.</p> | <p>have less time than others but are able to equally access the information at a more convenient time should they wish to</p> | <p>This is something that we have not been able to experience yet due to the pandemic and length of service.</p> |
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**Home Learning**

| <b>How did you support Home learning?</b>   | <b>What platforms did you use?</b>   | <b>Frequency of Home Learning</b>   |
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| <p>St Aubin Roath has supported home learning through involving parents in our daily/weekly planning, sending informative information to them and also sending some activity packs home or information about things they can do at home.</p> <p>Many of our families have different first languages and we identified a need to improve Welsh language opportunities for the children. We now use incidental Welsh daily and since our registration last year, their language skills have really evolved. We have explored Wales and the children's</p> | <p>We believe this is an area that we can improve upon and something that would be beneficial towards many children and families.</p> <p>Some of our families have stayed in fulltime employment due to being essentials workers but their child has had work from school. We have provided some support in this area by helping in nursery when we could.</p> | <p>The children's learning is communicated daily and we take pride in ensuring these activities are communicated to parents so that they can help further specific learning areas at home also. Parents have also offered suggestions or asked us to focus on specific learning areas.</p> <p>These suggestions help with our planning of the curriculum.</p> <p>We involve families with all our topics that we are learning about and have even</p> |



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| <p>community in depth and it's a pleasure to now see that they have a greater understanding of the Welsh language and traditions. Our parents are really encouraging and have expressed their gratitude for focusing on this. We have also shared information with parents/carers of Welsh language classes should this be something they wish to do. We have also shared basic Welsh word and songs with families so that they can practice these with their child.</p> <p>We have also explored the topic of recycling in nursery and have suggested how parents/carers can continue to support their child's knowledge and understanding at home.</p> | <p>We are mindful that many families have time restrictions which is why we maintain an open approach and enable home learning to be optional. We also understand that some families may not be able to offer enriched learning opportunities due to restrictions caused by the pandemic or non-attendance. This is why we have uploaded activity ideas, staff reading stories and shared what we are learning about to all parents so that they can be kept involved.</p> | <p>had resources emailed from parents that we have been able to use in our nursery.</p> |
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### **Health and Wellbeing**

| <b>How did you promote Emotional Health and Wellbeing?</b>   | <b>How was this monitored?</b>  | <b>Is further work required in this area, what will you be doing?</b>  |
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| <p>We have recently celebrated Children's Mental Health Week (1-7<sup>th</sup> Feb). We sent information to the parents/carers about how we were going to celebrate this in our nursery. The theme of 2021 was 'express yourself'. We explored cultural differences, individual qualities and strengths through speech. We wanted to then follow this up by finding ways to enable children to express themselves creatively. We decided to send a craft package home with every child so that all families regardless of background had equal opportunities and resources to work with their child to further their learning.</p> | <p>We monitored health and wellbeing through communication, check in calls, handover periods and through use of technology. The children's wellbeing is something that we have always tried to prioritise through encouraging independence, enabling freedom of choice and ensuring that children have a voice. Through observations in the setting and feedback from parents, we are able to plan the next stages of the</p> | <p>One of our focusses over the next year is to help support parents who are worried about the amount of screen time their child may have or be seeking due to lockdown restrictions and boredom. All of our staff have completed Prevent training and we have posters displayed with how we use technology safely within our setting. This is something that we want to share with our parents as well as</p> |



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| <p>In order to support the children’s emotional wellbeing, we have also purchased a willow den which were plan to make into a wellbeing area. In anticipation of this, we have created treasure baskets full of worry monsters, fidget resources, emotion pebbles etc.</p> <p>We have updated our mental health and wellbeing policies, conducted infection control audits, displayed information and posters throughout and also have information details to forward which includes details of how to get urgent mental health support from Mind and the Samaritans.</p> <p>Although sessions have been suspended due to Covid 19, we also sent information leaflets to parents/carers with contact details and information about ‘The one Group’. This was aimed at providing support to parents and carers of children with additional needs from birth to 5 years within the Cardiff and Vale areas. 3<sup>rd</sup> sector and social professionals were able to offer advice and support to them whilst their child played and was accessible free of charge.</p> <p>The children have participated in many activities during this period such as mindfulness, yoga and exercise. These have also been shared with our parents and activities planned for within the Foundation phase curriculum. We always participate in activities such as NDNA – healthy</p> | <p>children’s learning, care and holistic development.</p> <p>We have worked alongside other professionals such as social workers, nutritionists, NHS, local authorities, CIW and children’s safeguarding teams in order to find the best methods and approaches towards supporting families with specific needs.</p> <p>The Designed to Smile Dental scheme has been temporarily suspended due to the pandemic however this is something that we continue to Educate children through learning and play as well as providing toothpaste and toothbrushes which are able to go home with the children.</p> <p>We have recently achieved a 5* food rating after having a recent inspection and are delighted with that. We are also working towards the health snack award which we hope to complete soon.</p> <p>We have conducted audits of provision which are reviewed regularly. These audits include evaluating how we have supported</p> | <p>advising on security checks, pin codes, blocking inappropriate sites, raising awareness of internet safety etc.</p> <p>We have been inspired by one of our children within the pre-school unit. We have recently explored the topic ‘arctic animals’ which led on to us exploring animals set into large blocks of ice and using builders tools to break them open. We also constructed igloos out of sugar cubes and during this time, one of the girls said ‘some people don’t have houses, they live outside’. This led on to a discussion about homelessness and how her Mummy gave them some food and a cup of tea. We would like to explore this further but also ask for our families to help support people who are in need. We have decided as setting to kindly request donations for Cardiff food bank who specifically need ‘sponge puddings, squash and long life fruit juices’ to make up their food donation boxes. Homelessness has greatly increased since Covid 19 and we feel this would be a fantastic opportunity no matter how small the donations are</p> |
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| <p>body, happy me as they have fantastic ideas and resources so that we can take part in National events.</p> <p>During a child's induction, we are always mindful of new parents and the possibility of postnatal depression, anxiety, worries etc. Our practitioners are encouraged to listen and maintain confidentiality if a parent/carer chooses to share information. Should they require additional information relating to breastfeeding or weaning, we have this information displayed on our parent notice boards and they can also be forwarded if required. Parents/carers who are concerned about a child's dietary needs are offered to have a meeting with the manager or nursery cook to discuss this. We have robust allergy procedures and often have referrals from the children's allergy clinic. Many of our staff have also completed EpiPen training and all have completed First Aid and food safety training. We are also working towards the healthy and sustainable pre-school award which covers nutrition, oral health, active play, well-being etc.</p> | <p>wellbeing, equality of opportunity, accessibility and enabling environments.</p> | <p>to help support others who really need help. This is something that we are currently in the middle of planning.</p> |
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**Innovation**

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| <p><b>How else have you gone above and beyond to support your children and families?</b></p> <p>St Aubin nursery has shared menus and recipes with parents who have needed advice due to their child being a fussy eaters or parents concerned about their child's weight and nutrition and are looking for ideas for home cooking.</p> <p>Our teams have ensured that children culture and traditions have been celebrated. We have participated in several celebrations such as Chinese New Year, Diwali, Black History Month etc.</p> |
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Investors in Families

We had a clear out of our garden last year and some of the parents were able to have some of the equipment to take home such as play houses, bikes and trikes. We also have ample outdoor wet weather gear to assign for the children in our setting so that they all can have access to the garden all year around. We are aware that some families do not have outdoor spaces at home and that being outdoors helps reduce transition rates of Covid 19.

St Aubin Nurseries LTD provides a welfare and wellbeing support package for its employees in light of the Covid 19 pandemic. This package is one that will offer some money back if employees need to access the dentist, optical care, podiatry and chiropractor (simply health). St Aubin has also added another scheme through Bupa that will offer advice and support to all staff day or night if they need advice on anything including tenancy, tax credits, law, rights etc. It will also allow them to access phone wellbeing advice including counselling should they feel you ever need to talk to anyone through 24 hr telephone support. We believe that by supporting our staff, this will have a positive impact on children and families.