



Clare House Questionnaire responses 2018

Your feedback is important to enable us to better understand and support your child's developmental pathway at Clare House. This is crucial to the future process of improvements and changes.

These are the results from your last questionnaire – 15 were returned

1. How did You hear about Clare House Nursery

- Via Get set/Baby and Toddler groups (2)
- From Midwife (1)
- Family / friend already uses us (4)
- Word of mouth/good reports (3)
- Internet (1)
- Work close (1)
- Live locally (1)
- Attended in their childhood (1)
- No comment (1)

2. Why did you choose us?

- Word of mouth/positive reports (7)
- Best suited my child's needs (2)
- Close to work (2)
- Close to family (1)
- Attended in their childhood (1)
- No comment (1)

"Seemed relaxed and not too structured"

"Clare House was the best place we felt for our child. All staff are very friendly and welcoming; it just had a good feeling compared to other places"

3. Were you happy with your child's settling in period?

Yes ✓
 No ✗

"very Happy"

"very patient with my child"

100% Positive feedback - Thank you, we work hard to ensure that your children settle.

4. Do you feel your child has settled well into nursery?

Yes ✓
 No ✗

100% Yes all families feel that their children are happy and settled well into nursery

5. Have you found the staff to be supportive and approachable?

Yes ✓
 No ✗

Wow, another 100% Positive feedback
Thank You this is amazing.

6. Have you found the nursery to be a welcoming and friendly place?

Yes ✓
 No ✗

Everyone found us welcoming and friendly
and easy to talk to

7. Have you found the parents meeting useful to discuss how your child has settled in?

Yes ✓
 No ✗

All parents feel happy with
this

8. Are you happy with the nursery environment both indoors and outdoors?

Yes ✓
 No ✗

"The nursery environment is
always clean and tidy, the new
garden is great."

9. Are you looking forward to being involved in your child's education and contributing to their learning journal and assessment information?

Yes ✓
 No ✗

"Yes especially
their next steps"

100% say Yes Yes Yes!!!!!!

"It's great to be involved
in our child's learning"

10. Do you feel that there is anything we could have changed which would have improved the settling /transition period for you and your child?

Yes ✓
 No ✗

All families agreed that their child had a good settling in period.
Nothing to improve.

11. Would you be interested in joining our committee?

Yes ✓
 No ✗

THREE families would like to join our committee, which is fabulous.

As this questionnaire was anonymous, please could you make yourself known to Jayne so that we can have a chat regarding the committee and your involvement. Thank you very much x

12. Does your child enjoy coming to nursery?

Yes ✓
 No ✗

We were all so pleased to find out that you feel that your children enjoyed coming to nursery, everything we do at Clare House is with your child in the centre of everything.

13. Would you recommend the nursery to family and friends?

Yes ✓
 No ✗

Everyone said YES so please get recommending.

Thank you x

14 Please use the space below for any additional comments that you would like to make:

the space below for any additional comments that you would like to make

loves it here and I always recommend
to those that ask.

Comments 100%

14 Please use the space below for any additional comments that you would like to make

Thank you to each and every staff member
for making my sons time at nursery
more enjoyable. And for supporting him
throughout his journey and learning
He's come on leaps and bounds.

Thank you! 😊

Comments Definitely, great place

Please use the space below for any additional comments that you would like to make:

We cannot fault Clare House, from day one
everyone has always been friendly & welcoming
this has never changed. Nursery has definitely
had a big impact on our child's development
& we couldn't thank the staff enough for this, we
would definitely class a lot of them as special people
in his life. We wouldn't hesitate in recommending
anyone to Clare House, everyday is made different for
them, great place to send children.

We welcome all feedback, it's good to have lots of praise however we can only improve if we receive open and honest opinions based on your experiences:

We had one family who felt that the morning handover could be more personal.

We Addressed this by:

- Starting our mornings in the new Quiet/Sensory room as we felt that this room was a better environment for early mornings.
- Staff have been spoken to regards appropriate handovers and making parents feel welcomed.

