

## **DSCF Quality case study**

### **Rompers Day Nursery, Liverpool**

#### **Background**

Rompers Day Nursery operates from a large detached property in the Allerton area of Liverpool.

A maximum of 46 children may attend at any one time. There are currently 68 children aged from five months to four years on roll. Of these, 19 receive funding for nursery education. Children come from a wide catchment area as parents travel into and around the area to work. The service operates from 8am to 6pm each weekday, all year round. Children are cared for within four playrooms on two floors of the property.

The setting employs 16 staff; of these, 15 hold appropriate childcare qualifications. One member of staff is working towards a qualification and another is working towards an additional qualification. The Lead Practitioner holds Early Years Professional Status.

Rompers offers free entitlement and has an excellent reputation for the quality of its childcare, acknowledging the need for partnership with the local authority, Liverpool City Council, and with the wider community.

#### **Quality**

As a way of continuing to improve the setting Rompers advocates consistent evaluation and facilitates six-weekly staff meetings. The setting places a great importance on a highly qualified workforce and has invested heavily in staff training. This is in appreciation of the fact that quality provision depends on its staff, resulting in professional development as a vital way of securing the long term sustainability of its business. The staff at Rompers are willing and keen to learn new developments in the sector, and as a result the nursery has introduced a shadowing model. This internal approach allows staff to shadow other staff in the nursery and learn more about style and approach. This has not only increased the level of staff involvement but has also contributed to the ongoing evaluation of the setting.

As the owner of Rompers points out: 'you cannot deliver high quality and flexible childcare without a strong commitment to the continuous professional development of your staff. If you invest in your staff, they become more enthused and boost morale in the business.' She further adds: 'the benefits to our children have been immense'.

All of the above would never be possible without an understanding of the need for effective communication, to reflect current practice and revisit activities which have not been successful. This also means communicating well with customers, and Rompers places a high level of regard on good customer service. Parents are treated with utmost



respect, and are engaged with thorough questionnaires and surveys. This approach has seen parents recommend the setting to other parents and carers.

The nursery has strong links with Liverpool City Council, local schools and Children's Centres. Good quality childcare requires good business knowledge and understanding, and the owner of Rompers appreciates the need to network with other private, voluntary and independent childcare providers. She herself was a former chair of the local PVI association, a group of providers loosely attached to NDNA.

### **Contact details**

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