

## Summary of Nursery Policy & Procedures for Parents

1 Introduction and the Importance of this Document .....	2
2 Organisation .....	2
<i>Admissions at the Nursery</i> .....	2
Settling in at the Nursery .....	2
3 Learning and Development.....	3
<i>Spontaneous Planning or Planning in the Moment</i> .....	3
Working Together with you to Support Your Child's Learning .....	4
<i>Outdoor Play</i> .....	4
<i>Outings</i> .....	4
4 Child Protection.....	4
Protecting Children and Employees .....	4
<i>Accepting Sleeping Babies</i> .....	5
<i>Monitoring Children's Absence</i> .....	5
<i>Online Safety</i> .....	5
Social Media Safety.....	5
<i>Extremism</i> .....	6
Collecting Children .....	6
<i>Late Collection / Early Drop Off of Children</i> .....	6
Failure to Collect a Child .....	6
<i>Lost or Missing Children</i> .....	7
Cameras/Mobile Phones within the Nursery.....	7
5 Safety.....	7
<i>Policy and Arrangements</i> .....	7
<i>Site Safety and Security</i> .....	7
First Aid and Injuries.....	7
Safety in the Sun .....	8
Risky Play.....	8
Traffic and Parking .....	8
6 Health .....	8
<i>Dietary Requirements</i> .....	8
Children with Life-Threatening Allergies .....	9
<i>Infection and Ill-Health</i> .....	9
Administration of Medicines.....	10
7 Inclusion.....	11
Special Educational Needs and Behaviour.....	12
Gifted and Talented Children.....	12
When English is an Additional Language .....	12
8 Parent Service .....	12
Belongings.....	12
How to Get the Best out of your Childcare – Making a Partnership for the Future .....	13
If Things Don't Work Out When You Start with Us .....	13
9 What to do Next? .....	13



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## 1 Introduction and the Importance of this Document

**Thank you once more for booking your child with us; we are privileged to look after each child that attends the nursery and take this responsibility very seriously.**

- This is a summary of our main policies and procedures
- It aims to clarify the way that we work as a nursery
- It details the responsibilities both of us have whilst your child is with us
- **It is absolutely critical that you read and understand this document fully before you give us formal agreement to our policies.**

**We occasionally find that misunderstanding and confusion arise, which could have been avoided, if this document is read and kept for reference. If you would like this document in a different format, please let us know as we are happy to provide alternatives.**

Full copies of each policy are held at the nursery, and we are happy to go through these with you in more detail if required.

## 2 Organisation

The Manager and the Room Manager oversee the nursery and their room respectively. We are regulated by Ofsted and abide by the Early Years Foundation Stage (EYFS) requirements.

### Admissions at the Nursery

When you apply for a place with us, we consider firstly our child: practitioner ratios and other statutory requirements. Then we look at how much time you would like your child to spend at the nursery. We prioritise those children who require a full-time place, i.e. five days per week.

When your child starts with us, they are settled into a room with those of a similar age or stage of development and they then progress through the rooms accordingly. It is possible that at some points during the year, children may not move room for some time, for instance running up to September when our older children are yet to leave for school. Working in this way means we can be flexible on the age ranges in each of the rooms. This has several advantages as we can:

- Be responsive to parents, offering them a space at short notice which is especially useful as personal circumstances can change quickly, we always try and give as much notice as possible when moving rooms
- Support the children's transitions fluidly, as they move up to the next room when they are ready, rather than on pre-determined age bands. We have found that children visiting the older rooms and having a small team of practitioners, with no agency workers, increases the feeling of familiarity and confidence.

### Settling in at the Nursery

We know it can be difficult when beginning any new childcare arrangement and we will work with you to try to ensure you have the smoothest transition. This process starts with us finding out more about you. We use Famly, a Nursery Management Software system, to help us with this. Before we arrange a home visit or any pre-visits, we need you to:

- Enter your information on the Famly App
- Complete and return the Starting Questionnaire
- Agree to our policies (after reading this document). This agreement is confirmed on the Famly App.

These give us essential information and help us start to understand you and your child's needs. Ideally the home visit happens first, so we can see your child in their own, familiar environment. Lasting around 30 minutes to an hour, pre-visits are then arranged at a mutually convenient time and are designed to help settle your child. If you would like a specific time of day, or a longer session, please discuss this with the Nursery Manager. To help with the move to nursery, we are also able to arrange flexible sessions for up to two months as part of a phased return to work. If this is of interest to you, again, please discuss



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and agree this with the Manager before your child is formally offered a place. Lastly, it is useful to know the routine of each room, these can be found on the [website](#).

You will be assigned a Key Person; we often wait to allocate this choice of practitioner, so that we can observe who we think your child has bonded with and try to agree this with you. Even though everyone will get to know your child, your Key Person is there, as a main point of contact, and with whom to form a special relationship. This relationship is a personal thing, and so if you ever want to change, let us know. We are a small nursery and do not use agency staff. We also are open for a 60-hour week and so you will not always see or speak to your Key Person. Everyone who is based in the room will be able to answer questions on your child or find out more if they do not know the answer.

When it comes to moving to the next room, we will write to you. We arrange pre-visits to help settle your child and these are managed in as seamless a way as possible to make the move gradual. You will be offered a meeting with your new Key Person to orientate you around the new room. If you would like another home visit at this stage, just let us know.

### 3 Learning and Development

As part of our welcome to the nursery, we look forward to working with you to maximise your child's learning. We deliver the EYFS through careful observation and following the child's interests. This is called 'planning'. This is a brief guide to help you orientate your way around this aspect of nursery life.

- We focus on the fundamental areas of learning for children under three years – these are known as the Prime Areas of Learning.
- These are then widened to cover all the areas of learning with the preschool children.
- You may also find the Government's guide [What to Expect, When?](#) an invaluable resource, as it details the stages of learning children typically move through, and gives ideas for learning at home.
- We also have lots of useful [factsheets](#) to help and guide you, written by leaders in childhood and education.
- If you want any more information on the EYFS, please talk to your Key Person, Room or Nursery Manager.

#### **Spontaneous Planning or Planning in the Moment**

We have high expectations for every child; we believe that children are inquisitive and primed to learn and our planning system is designed to harness this. We focus on the child, in a quality not quantity manner, as our experience shows that structuring activities with the individual in mind is very powerful.

We plan for every child at least once a term. This means that we pick one or two children, we call these our 'Focus Children', in each room and focus on them for the whole week, structuring activities based on their interests to try and help them make the leap to their next stage of learning. When your child is the 'Focus Child', you will be asked several questions. This feedback then combines with the room practitioners' observation and knowledge to form a basis for the week ahead. You can access our observations on your child at any time using Family.

We ensure every child is focused on during the term and our decision about who is next is made either; because a child has made a jump in their learning and we want to support this further, or because they have started to plateau in their learning, and we want to offer more intensive focus to support them. If you are keen to have your child focused on in the next couple of weeks, please let us know and we will discuss this with you.

During your child's 'Focus Week', we sensitively set up activities that will interest and support them. In this way the range of activities and experience is almost limitless as it is tailored to the individual. It is done in a relaxed manner; your child may not even know they are our focus (that would be ideal as it should feel as natural as possible). The adults aren't with the Focus Child all the time, so this works in a fluid, intuitive manner. The other children can choose to join in with planned activities if they are interested or play with the rich variety of toys and resources we have on offer in the room and garden.

The way we plan results in most of our observations being made during your child's focus week. If your child is observed doing something new outside of this week however, this will always be captured and loaded onto Family. We always have our eyes open and agree with Ofsted guidance that record keeping



should be kept to a minimum. Excessive periods of paperwork, observations or photos on our part would mean prolonged breaks in our interaction with your child; therefore, please do not be alarmed when most of our observations fall during your child's Focus Week (especially so as your child gets older and age brackets widen).

### **Working Together with you to Support Your Child's Learning**

'Planning in the moment' means that we don't have topics, as we literally 'plan in the moment'! We work with whatever interest the Focus Child is showing, then extend the interest and engagement throughout the week. The theory behind this method is that young children are pre-programmed to learn, so we use their interests to lead the way and ensure we cover the whole of the EYFS curriculum.

We also take photos of the children too if we can grab the camera when they have been particularly enjoying something! We try to do this in a quality not quantity manner too and it is important to note that we always want to be playing with and teaching the children rather than taking photos 😊.

### **Ways We Communicate**

- We have planning sheets outside each room with the activity most of the children enjoyed that day with some ideas for things to do at home too.
- When you come to pick up your child, we will give you a quick summary of their day.
- Monthly Newsletters are sent out for each room on the last Friday of the month and detail all the activities, events and news from across the nursery and for your room. **Please do read these, as we have found this is the best way of communicating with you.**

### **Progress Report Aged Two**

Between your child's second and third birthdays we also work with you to create a written report detailing your child's development. This report is a legal requirement of all childcare settings in England, and we will give you details at the time about this.

### **Outdoor Play**

We spend a significant amount of time playing outside. Research tells us that children's play is different and serves different purposes inside compared with outside. Outdoor play offers a holistic learning experience, so please bring your child to nursery in appropriate clothes and footwear for the season.

### **Outings**

We ask for written permission to take your child off site on Family. If the trip is one which is ad hoc and local (e.g. to the park) and permission has also been provided, then it will go ahead based on this consent without the need to call you. If a trip is planned of a more significant nature, we will always ask for individual written permission.

We risk assess all outings, journeys and venues and have clear processes to support these activities. We leave an itinerary of the trip at the nursery and undertake head counts at least every ten minutes throughout the trip. All practitioners within the nursery either have Paediatric First Aid training or are booked to do so.

### **4 Child Protection**

We work with children, parents, external agencies, and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, helped to thrive and to be safe from abuse in whatever form.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health or development.

### **Protecting Children and Employees**

We check that all employees are suitable to work with children by:

- Obtaining an enhanced disclosure from the Disclosure Barring Service (DBS) as soon as we offer a position, checking that there are no relevant convictions. We also take at least two references.
- If the employee has lived or worked abroad, obtaining disclosures to the same effect from each of those countries.
- Ensuring that safeguarding training is given in their first week and that this is refreshed regularly.



- Always having a Designated Safeguarding Lead available.
- Documenting things that we see or hear and reporting these to social services and the police if necessary.

We keep any safeguarding records that we make in the office. When signing your agreement to our policies, you are agreeing to follow our Child Protection and Safeguarding Policies. Because we work so closely with the children, we get to know them well and are therefore able to notice any changes to a child's appearance, behaviour, development, or wellbeing. If we notice a child has come to nursery with a mark on their skin, or notice a change in the child's behaviour, we will document it as a matter of good practice for both the wellbeing of the child and the practitioners. It might also be that you say something that might be important, and we will make a note of this. You will be asked to wait whilst we are writing up the form if this information comes to light in the morning handover. Please do allow enough time for this vital task. When signing our policies and procedures you are confirming your knowledge and agreement to your conversations with us being documented, and to us contacting and working with the outside agencies such as the police and social services, if necessary. If we consider it to be in the best interests of the child, this may be done without your consent or knowledge.

If we suspect anything which causes us concern, it is shared with the nursery's Designated Safeguarding Lead. This practitioner decides the next course of action. **Similarly, safeguarding is everyone's responsibility, and so if you have any concerns about a child's welfare or safety, please share these with us too as a matter of urgency.** A weekly safeguarding meeting is held, when at least two trained safeguarding leads review the children's safeguarding forms. The lead safeguarding practitioner then decides the next course of action and may do this with support from Social Services. It is not our role to investigate any allegation; instead, we pass on all details to the Police and Social Services. It is every practitioner's responsibility to take their concerns further if they don't agree with the decision made.

As you move around the nursery site you will see photos of other children, name tags for instance. Another commitment you are making when signing your agreement to our policies is that you will keep any sensitive information you gain through your dealings with us confidential and not share it with others. The same is relevant to the group observation feature on Family.

### **Accepting Sleeping Babies**

We do not accept babies or children who are asleep or drowsy when dropped-off. Please either gently rouse your child as you get them out of the car or buggy or we will help you do that when you come to the room. Once we know your child is well, we are happy to 'put them down' to finish the remainder of their sleep.

### **Monitoring Children's Absence**

Please let us know in advance or as soon as possible when you plan to be on holiday, or you aren't planning to bring your child in. Maybe they are unwell, or you are planning to spend a day at home. Just let us know as soon as you can, otherwise we will call to check that all is well. You can do this easily on Family.

### **Online Safety**

The internet is a great source of learning and fun however it also comes with its own real and specific dangers. As a consequence we train our practitioners to support children to stay safe online and have sourced the [NSPCC's factsheet](#) written specifically for the early years which is a great guide for any parents too.

For families with older children in the house, you may also find [this website from the NSPCC & O2](#) and this YouTube link useful for [KS1](#).

### **Social Media Safety**

So that we can keep a professional line, we kindly ask you not to:

- Send friend requests to any member of team, now or after they/you have left
- Screen shot or share any posts or pictures from the nursery on social media platforms, as these may contain other children in the pictures



- Post any photographs to social media that have been supplied by the nursery with other children in them (e.g., Christmas concert photographs or photographs from an activity at nursery).

On a general note, we also caution against the use of WhatsApp groups for parents, as in our experience, these channels of communication struggle to remain constructive.

Please share any concerns regarding inappropriate social media use at the nursery or with children in a wider context with the Nursery Manager immediately.

### **Extremism**

We promote British Values daily in our education and care of the children. This means that we encourage the children to learn respect, tolerance, understanding of each other, and democracy. If we believe that someone is showing signs of having extremist tendencies, as with any other child protection issue, we understand our duty to refer any concerns of extremism to the police. In our setting we strive to protect children from the risk of radicalisation, and we promote acceptance and tolerance of other beliefs and cultures.

### **Collecting Children**

Your child will only be allowed to leave the nursery with persons nominated by you on Family. Unless there is a court order, we are not able to stop one parent collecting their child upon the say so of the other parent.

We use an unmarked key fob system to help to offer you easy access in and out of the nursery. There are many benefits of this system: there is no visual connection on the fob with the nursery; that we can bar a key fob if it is lost at any time; that different people can have difference access rights e.g., the handyman or gardener.

It is vital that we work together to safeguard the children at all times. Therefore, please ensure that you:

- **Never lend your key fob to anyone, in any circumstance**
- **Let us know immediately if your key fob is lost or stolen**
- **Never let anyone tailgate you into the nursery**
- **Make sure that the entrance is fully shut behind you once you have walked through.**

When coming and going from the nursery, please never let another person or parent in, even if you recognise them, family circumstances can change at any time. Please also use the mirror to make sure that there are no children either side of the gate and that you can enter or leave safely.

### **Late Collection / Early Drop Off of Children**

We respectfully request children are not dropped off prior to the start of their session, as this may cause us to go over our child: team ratios stipulated by Ofsted. Should this occur, we will either charge you for the additional time or ask you to remain with your child. Please ensure that all children are also collected from nursery by the end of their session, as the same principles apply.

If you are going to be unavoidably late, please telephone us so that emergency arrangements can be made for the team to work late. No charge will be made for occasional or genuine emergencies, but persistent late collectors will be invoiced for extra time to enable us to cover the additional administrative costs and pay overtime appropriately.

### **Failure to Collect a Child**

If we have had no contact from you when the nursery shuts, we will contact all emergency contacts in turn. The Duty Manager will stay with your child's practitioner. All three emergency contacts will be rung every five minutes to try to establish contact.

### **No Contact Gained**

If we have had no contact 45 minutes after the nursery has shut, we will contact Social Services / Ofsted for further advice.



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## Contact Gained

If we gain contact with one of your three contacts, we will stay at the nursery until your child is collected. If they are being collected by the third emergency contact, we will only release the child if we have this consent on Family. If this is not the case, we will ring Ofsted/Social Services for advice.

If the child has not been collected an hour after the nursery has shut (even if we have had contact with one of your contacts), we will contact you again to inform you that we will be calling Ofsted/Social Services.

## Lost or Missing Children

We always maintain close and alert supervision of the children. If we ever discovered a child to be missing, the following contacts would be made immediately: 1) the Police, 2) the Area Manager, 3) the child's parents, and 4) Ofsted.

## Cameras/Mobile Phones within the Nursery

In the interests of security and for the safety for your children we respectfully request that neither phones nor cameras are used on nursery premises unless prior permission has been granted. The only exception to this is during a parent event organised by the nursery e.g., sports day or to celebrate a festival. In this instance, we ask that if you do wish to take a photograph of your child, that you use your mobile for this purpose only (not taking calls) and that any taken are used by you only for your own personal use and that you will not load any up onto social media as these may contain pictures of other children.

We ask your permission on Family for us to take photographs for our promotional material. We are a very small business, and our marketing is important to us.

We have CCTV installed in the nursery and have signs to communicate this. Film is saved for 1 month before it is re-recorded. For more information, please refer to our CCTV Policy.

## 5 Safety

### Policy and Arrangements

Our Health & Safety Policy is laid out in our Health and Safety Manual, reviewed annually, and displayed in the premises, as required by law. The policy states how we commit to maintain a safe and healthy place for our employees, children, and visitors.

All practitioners are formally trained in, or booked to attend Paediatric First Aid, Child Protection, Food Hygiene Level 2, and Health and Safety Level 2 and at least two people have Emergency First Aid. We are delighted to have been awarded Millie's Mark in recognition to our commitment to First Aid and Health and Safety.

### Site Safety and Security

Child safety and site security is paramount. Throughout each visit, please be vigilant at all times of the whereabouts of any children in your vicinity. In particular, please ensure that no child is able to follow you into either 'tiger trap' by the exits. The side gate tiger trap opens directly onto a play area, the patio. Similarly, please always be aware of the whereabouts of children when opening and closing gates and doors. Whilst we use both glass doors and picket gates for maximum visibility and fingerguards on the hinges of doors, this would not prevent a finger injury if a child's hand was to be caught in the 'catch' side of the door.

We do find that a significant number of incidents happen at the end of the day when children become tired and practitioners are taken out of direct supervision, when handing over to parents. Please help us to reduce the likelihood of such incidents by keeping handovers as timely as possible. To avoid any misunderstanding, you take immediate responsibility for your child upon arrival to collect your child and always remember to sign them in and out on our nursery database Family.

**Please remember, safeguarding children, and the children's welfare in general, is everyone's responsibility.**

### First Aid and Injuries

We have a major incident procedure and stipulate that you must give permission for us to give first aid to your child if required. We ask for your consent to administer emergency medical treatment before a child starts at the nursery. If consent is not given, we are unable to accept your child into the nursery, please see your contract and policy for more information.



Should your child have an incident whilst in our care, an Incident Form will be completed. You will receive a notification email with details of the incident. Even though we will aim to talk to you about it at the end of the day, this notification does act as our formal notification of the incident. If your child has had a significant injury, we will call to inform you. **Please keep your phone on during the day, so we can contact you if necessary.** If a child must go to hospital, for whatever reason, we always investigate the causes and contributing factors to this, to make sure we keep learning and continue to try to eliminate unnecessary risks to the children.

### **Safety in the Sun**

- All children must have permission to have high factor sun cream applied. This consent is provided in writing, by giving permission on Family. This will either be permission for high-quality nursery purchased sun cream (Factor 25 with UVA and UVB protection) or permission to have your own, labelled high factor personal sun cream. Any personal sun cream is purchased is then left at nursery. Sun cream containing nut-based ingredients will not be allowed in the setting.
- Children must have a clearly labelled, wide brimmed sun hat, which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's neck and ears from the sun) to provide additional protection
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the nursery's prime objective so we will work closely with you to ensure all appropriate cream and clothing is provided
- Practitioners will make day-to-day decisions about the length of time spent outside depending on the strength of the sun (UV levels); children will not be allowed in the direct sunlight between 11.00am – 3.00pm on hot days from March to October, following NHS sun safety advice.

### **Risky Play**

All activities in life hold a level of risk for each of us. As part of your child's development, we want to offer new and exciting play experiences, as well as always keeping the children safe and well. This delicate balance is summed up in a huge debate called risky play. We direct you to [Risky Play](#) and [HSE Children's Play and Leisure – Promoting a Balanced Approach](#) to help you to understand this more. We know our responsibilities are to make sure we deal with the real risks and not the trivial or fanciful ones; ensure our controls are proportionate; and to communicate our controls with those concerned.

We control these real risks in our nursery through Risk Assessments, Policies, and Procedures; rigorous induction and refresher training and audit.

Please make sure you bring your children suitable clothes as we go out in all weathers.

### **Traffic and Parking**

Part of our charm is that we are located on a quiet leafy street with lots of outside space. Our neighbourhood relations are important to us, as we always want to be more than a nursery and part of our community.

Please help us to be good neighbours to both the residents and the primary school by driving and parking mindfully whilst using Pembroke and the school car park.

## **6 Health**

### **Dietary Requirements**

#### **Teeth and Oral Health**

We are committed to providing each child with a healthy, balanced diet. This means that we do not offer the children fruit juices (even if diluted) or dried fruit as snacks. This is because the sugar content is high for these foods and can lead to tooth decay which is a serious issue in young children in the UK today. For more information on how to encourage healthy teeth we have some factsheets on our website or please talk to your child's room team.

#### **Food and the Nursery Menus**

We are committed to providing each child with a healthy, balanced diet. Our menus were devised by a dietician, and we have a Children's Food Trust Outstanding Award. These are best practice standards, supported by the Departments of Health and Education. Our standard menu is subdivided into summer and winter menus which can be found on our website.



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During the day we provide the children with breakfast, lunch, tea and two snacks. If you are weaning, we follow an individualised weaning plan, where each specific high-risk ingredient is signed off by you once your baby has tried the food twice at home.

If your baby is weaning, please be prepared to spend a bit longer at nursery during this time, signing off these ingredients, so your baby can enjoy the full nursery menu sooner.

We are keenly aware of our duty of care to the children that we are privileged to look after and take our responsibility for providing allergen information very seriously. As the children are not able to make choices about allergens themselves, we have a Special Diet Policy we follow with you to manage the individual needs of vulnerable children. We highlight the presence of allergens in our menus by way of symbols and maintain a separate chart describing any allergens included in each meal. These are available on our website.

We can tailor the menu to cater for any medical diagnosis for food allergies or intolerances, or if you or your child have religious needs or personal preferences. **If any of these apply to your child, please let us know immediately.** Should your child have a specific dietary requirement, you must indicate this on Family and we will be in contact with you to discuss it in further detail. **It is strongly advised not to restrict your child's diet for any reason other than medical or religious grounds.** For instance, restricting a certain food because of another family member's allergy is not advised, unless by a doctor.

Furthermore, our meals are healthy and include a dessert so that the children gain all the calories, carbohydrates, vitamins, and minerals, they need for healthy growth and to maintain steady energy and concentration levels necessary for learning. Restricting diets is ill-advised, as children should not eat scaled-down versions of adult food. For instance, you may know that children should drink full fat milk, rather than skimmed, after their first birthday and the same applies to the rest of their diet.

### **Children with Life-Threatening Allergies**

Children with severe allergies can be accepted into the nursery providing their parents adhere to our policies. Please ask for a copy of these policies if your child is allergic to anything that may pose a threat to their wellbeing or if your child uses an Epi-pen / Ana-pen. Please note that children who develop a life-threatening allergy during their time at our nursery must also adopt these policies. If we are required to buy any special food products because of your child's allergy / intolerance, we will invoice you accordingly.

**As we usually have at least one child with a life-threatening allergy at any time, we respectfully request parents not to bring any food items, which may contain nuts, on our premises.**

### **Infection and Ill-Health**

We encourage and promote good health and hygiene. However, we believe it is important for children to learn that it is okay to be messy too. We take our duty of care for each child and our team seriously and wish to minimise everyone's exposure to illnesses as much as possible.

As a rule, your child needs to stay at home if they:

- Are infectious or unwell. Your child cannot come into nursery if they are ill. They must stay with you until they are no longer infectious and are sufficiently recovered to cope with nursery routine.
- Require special medical care that is beyond our expertise, e.g., changing surgical dressings. This does not apply to children requiring care for long-term medical conditions, such as diabetes.

### **Minimising the Spread of Infection**

To reduce the number of days lost through sickness for both children and team, it is essential that we operate a strict Sickness Policy to minimise cross-infection. We do appreciate the difficulties working parents may have taking time off to care for sick children, however the nursery environment is not the place for a sick child. If you know your child is unwell, please do keep them at home until they are sufficiently recovered to cope with being in nursery and are not infectious.

We take ill-health very seriously, however, due to the social nature of nursery, cross-infection is sometimes unavoidable. Once we know there is an infection in the nursery, we do our utmost to minimise its spread. We do this by: 1. team induction, including hand-washing and a strict dress code; 2. cleaning all the toys daily; 3. shutting down the messy trays; 4. informing other parents by email, so they can look



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out for symptoms and keep their child at home if necessary; 5. informing visitors of any infections as they come into the nursery.

We know from experience and parents' feedback that if everyone keeps their children at home when they are ill, less time is taken off by everyone in the long run.

From time to time, we may also send your child home with soiled clothing. To minimise the spread of infection please make sure that you launder these on the highest temperature that the clothing will stand. E. Coli for instance will survive in a 40-degree wash.

### [Keeping your Child at Home / Taking your Child Home](#)

When we send a child home we never take this decision lightly, as we know we are here to help and offer a service to you. When a child seems generally unwell, e.g., difficult to settle, crying, lethargic, or is only stable because they have had infant Paracetamol, they are not well enough to come to nursery.

When your child is in our care and if we are beginning to have minor concerns over their health we will call you, as a matter of courtesy; primarily to keep you up to date regarding your child's wellbeing, but also so you can plan alternative arrangements, should you need to collect early or stay at home the following day.

Should your child become unwell whilst in our care, the room team will call you (in the first instance) and if unsuccessful, your emergency contacts, to ask for your child to be taken home. **Please do keep your phone on so that we are able to contact you if necessary.** We refer to [Public Health England](#) advice and the Manager's decision to send a child home is final.

Should your child become ill or if a doctor confirms your child has an illness (even if it is a day, they are not due at nursery), please do let us know so we can update other parents and visitors at the earliest opportunity (this is particularly important with Rubella, Parvovirus, and Chicken Pox, which may affect pregnant women).

### [Pandemics / Epidemics](#)

If we experience, or are forecast to experience, an epidemic or pandemic we will follow the Government's guidelines when dealing with it to minimise the risk of cross infection for both children and practitioners alike. These guidelines may change daily, and we will keep you up to date with the information that we have. If you or your child display any of the signs or symptoms of the disease (whether or not formally diagnosed), we will ask you to keep your child at home until the Nursery Manager agrees they can be readmitted. We therefore require you to follow the local and national news to be aware of the things to look out for. If you have been exposed to any risk factors your child might be excluded from the nursery, upon the decision of the Nursery Manager, who will follow prevailing advice. We request that you let us know of any such exposure (to known or suspected risk factors), as soon as you are aware of them yourself, so that we can put in place preventative measures to protect all children and nursery team. The decision to exclude due to exposure to known risk factors will be made on a case-by-case basis.

Additionally, it might be that the nursery is forced to close, either on the instruction of the Health Protection Agency, or similar, or under our own policies to protect the welfare of everyone and/or to undertake any cleaning as required. The decision to close will be one of an absolute last resort and one taken with the support of the local Health Protection Agency.

Please refer to our Nursery Terms and Conditions / Parent Contract regarding fees due during any illness or Force Majeure situation.

### [Returning to Nursery](#)

If a child is brought back into nursery and we believe they are not well enough to return, we will ask you to take your child home or collect them until such time as we believe they are well again. In the unlikely event that there are any discrepancies regarding your child's state of health, we may ask for a doctor's letter to confirm their wellbeing prior to re-entry, the Manager's decision to accept entry is final.

### **Administration of Medicines**

Please keep us informed regarding any medicines your child needs and update us immediately should this prescription change, either during the booking in process, at a pre-visit or at your daily handover.



Please ensure that any medication required is given at home, if possible, e.g. if medicine is needed twice a day, please give this to your child at home in the morning and evening.

We will only give medication if you have:

- Agreed to our policies on Family.
- Given consent on Family for the appropriate classifications of medication. **Unfortunately, if these forms are not returned, we will be unable to administer medication, even if you sign a Medicine Sheet.**
- Given your child two doses of this medication at home, so we can have more confidence they will not suffer no adverse effects.
- Given us training in administering the drug (if we are not already trained in its administration).

### Accepting and Storing Medicine

Medicines should always be provided in the original container, as dispensed by the Pharmacist (in English) and include the child's name, dosage, expiry date, and a UK prescriber's instructions for administration, written in English. We will never accept medicines that have been taken out of the original dispensing container, nor make changes to dosages on parental instructions. Medicines that have been sourced online will also not be administered. Please be aware that medicines 'to be taken as advised' are also not accepted in the nursery. We are unable to store medicines overnight, unless they are prescribed for life-threatening illnesses e.g., inhalers or epi-pens. All other medicines are to go home with the child.

### Giving Infant Paracetamol before Attending a Nursery Session

If you have given infant paracetamol (or similar) at home before you come to nursery, we ask you to consider if your child really is well enough to attend nursery. For more information on this please see advice from the [NHS](#). Please inform us that you have given medication when you come in (to ensure we do not run the risk of overdosing if we administer infant paracetamol as an emergency later in the day). If you are bringing your child in having had infant paracetamol, we will accept them if they are not showing any signs of being unwell. As with all cases, if your child goes on to become unwell during the day, we will ask you to collect your child.

### Emergency Administration of Infant Paracetamol

If your child becomes unwell during the day, whilst we are waiting for you to come to the nursery, we may discuss giving your child one dose of Infant Paracetamol. This will be because we consider that 1) your child has become unsettled or distressed, in line [with NHS guidance](#) and 2) you are more than 30 minutes away. We will only consider this option after having discussed this with you first.

- Infant Paracetamol can only be administered if we have gained prior written consent (on Family).
- Should it be necessary for us to administer Infant Paracetamol, we will then consider the child too unwell to remain at nursery and so ask you to collect promptly. **Please keep your mobile on, so we can call you if necessary.**

### Non-Prescribed Medicines

It is our professional preference that all medication is prescribed. We will only give a non-prescribed medicine if we have received prior written consent from the parent and only when we believe there is a health reason to do so. If not, the Key Person may refuse to accept the medication and/or the Manager decline to give it.

We will administer a non-prescribed medicine for the maximum period as stated on the packaging (usually three days). After this, we will request a prescription. We will not give cough medication or medicines containing aspirin or ibuprofen unless it is prescribed by a doctor. If a medicine is ongoing, we will require a doctor's letter confirming treatment and we will ask for this to be regularly renewed, according to the care plan we devise with you.

## 7 Inclusion

We pride ourselves on being a small, welcoming nursery where everyone is highly valued and where tolerance, honesty, cooperation, and mutual respect for others is fostered. We aim to include all the children in the nursery, whatever their needs. We endeavour to serve the best interests of all the children



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and their families we are privileged to look after, valuing each child and their family and each employee's diversity. We encourage positive role models displayed through toys, imaginary play, and activities that promote non-stereotyped images. We will challenge any prejudice and discrimination, making inclusion a thread that runs through all the daily activities of the nursery. A broad, balanced, and appropriate curriculum provides equal opportunity for all children to maximise their potential regardless of age, gender, race, religion or ability.

### **Special Educational Needs and Behaviour**

If you have any particular needs, please discuss these with us. We have Special Needs and Positive Behaviour Policies, which we are happy to share and talk you through.

We emphasise and encourage positive behaviour from everyone in the nursery, adults and children alike. We always aim to prevent misbehaviour by keeping the children engaged and interested in the activities. However, it is important to recognise that all children misbehave sometimes!

We understand that it can be distressing when you discover your child has either been hurt or has hurt another child and want to reassure you that if your child is involved in a behaviour incident, we will act quickly to support the child and their parent to establish a more suitable behaviour. For further information and guidance on this subject, please talk to your room team or refer to our [factsheets](#).

When a behaviour is serious and/or persistent we work with you quickly to form a plan. It is critical that we do this together so that we can form a common understanding and work together on this plan. Working this way helps to ensure that we are aligned and consistent between home and nursery. We try to make or review this plan on the focus week. Open channels of communication and consistency are key. If not, in rare instances it may mean that we terminate the nursery contract in the best interests of the child, so that the family can find provision more akin to their ethos.

If you are concerned about your child's behaviour, or anything else about their development, do let us know.

### **Gifted and Talented Children**

Gifted and Talented is the term applied to those children who are achieving or have the potential to achieve at a level substantially beyond the rest of their peer group. The term gifted is for children capable of excelling in academic subjects; talented means children demonstrating ability or potential in the creative and performing arts, music, sport, and games. If you think this might be relevant to your child, please talk to your Key Person.

### **When English is an Additional Language**

If you speak a different language at home, it is important that we fully support your home language, so that, in time, your child can become more confident in both your home language as well as English. Pre-visits and home visits are very effective in helping to settle your child. We will work alongside you to make picture dictionaries and family books and will ask for special comforters or objects to be brought in from home. For more information, please refer to our [factsheet](#).

## **8 Parent Service**

We are always looking to improve upon our service. We work hard to create a culture where we actively seek feedback from our customers on a regular basis. Your comments are invaluable to us, both when we get it right and when you have suggestions for improvement.

We are available in the morning and evening, as well as on the phone during the day, for a quick chat. It's important to talk but when we do, we always have one eye on the children we are teaching and caring for. We offer one meeting a term to discuss your child's development. If you want a longer meeting in-between the focus weeks, we are always happy to talk, just let us know and we'll arrange it. In the unlikely event that you do have an issue, which you feel has not been resolved to your satisfaction, our formal complaints procedure is available from the Nursery Manager.

### **Belongings**

Please bring a change of clothes for your child each day, especially babies and toddlers. All personal belongings are left at the nursery at your own risk. Play at the nursery is fun, and often messy, so please do send the children in clothes you are happy to get a bit dirty (or a lot!). **Please ensure all personal effects are clearly named, as this will greatly assist us to return the correct items.**



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Please refrain from bringing in toys from home, as this can be distressing for the children if they are lost, or cause confusion when more than one child claims ownership!

There can often be wet clothes in your child's bag, so do check it in the evening.

### **How to Get the Best out of your Childcare – Making a Partnership for the Future**

1. Ensure you have fully read our Contract and Policies prior to joining.
2. Be clear about what sessions you want when you book, as changing at the last minute can lead to disappointment.
3. Your child will get their cues from you; try your best to manage your emotions in front of them.
4. Understand that your Key Person will change during your child's time with us.
5. We are open for 60 hours a week and our standard shift pattern is 40 hours and so you will often see a selection of the nursery team at drop off or collection.
6. Sometimes things can go wrong. Please talk to us about any issues you may have, as and when they come up as we will always work quickly to put it right.
7. Understand that any form of childcare has its pros and cons.
8. Pay on time 😊

### **If Things Don't Work Out When You Start with Us**

We work very hard to make your child's transition to nursery as easy as possible, but appreciate that occasionally, things do not work out. To cover such eventualities, we do operate a one-month trial period; if at the end of this time either party is unhappy, they may terminate without the need to give notice. If you exercise this clause, it is on the condition that you have followed our advice during the settling period, for instance taking up home visits and pre-visits, or not taking holiday during this first month. Unfortunately, we cannot take responsibility for your child being unwell and in such instances your notice period will still apply.

### **9 What to do Next?**

Please complete the appropriate permissions on Family.

Do let us know if you have any further questions after reading this and please keep this document for reference.