

Parent's Handbook



Proprietor: Mrs Tina Knight
Manager: Mrs Jennie Morgan

Introduction

This handbook is devised to help you with regards to all the policies and procedures that we carry out here at Wells House.

It explains our routines and the way we carry out procedures within the nursery on a daily basis.

The motto of Wells House is “Security, Knowledge and Growth”. With this important statement and the following of the concepts of Physical, Intellectual, Emotional and Social (P.I.E.S.) development, we aim to offer the highest standard of professional and stimulating childcare and pre school education.

Wells House Philosophy

To allow each child to reach their full potential in a caring and nurturing environment, under the supervision of highly qualified, happy and motivated staff.

We at Wells House work in partnership with its parents to ensure that the care each child receives is consistent and within the cultural and religious beliefs. Parents are an integral part of our nursery and their views and wishes are welcomed and respected.

It is our aim that each child, staff member and parent will look back at his or her time spent at Wells House with warmth and affection and that this promotes happy memories.

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Management structure

Proprietor: Mrs Tina Knight NNEB, D32, D33, Food Hygiene, First Aid, Behaviour Management

Manager: Mrs Jennie Morgan, Btec, First Aid, Food Hygiene, NVQ3 Management
Child protection co-ordinator.

Deputy: Mrs Kelly Newlove: NVQ 2&3, First Aid, SEN co-ordinator, Food Hygiene.

Complaints Policy

If a parent/carer should have cause for complaint, they should in the first instance take it up with the manager **MRS JENNIE MORGAN** or in her absence **MRS KELLY NEWLOVE** her deputy manager.

The complaint will be recorded in the complaints record book. The matter will be fully investigated and details of the investigation, any action taken as result of the investigation and whether they complainant was then satisfied will be fully recorded. A copy of that record will be provided to the complainant.

If the matter cannot be resolved to the satisfaction of the complainant, then they have the right to raise the matter with OFSTED who can be contacted in the following ways.

Ofsted

National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD

Complaints: 0300 123 1231

Accident Policy

The Health and Safety policy of Wells House clearly states that **EVERY** accident will be recorded in the accident book no matter how minor they may seem. This is especially important in respect to children in a nursery environment and the procedure to be adopted is as follows:-

- No staff member who is not first aid trained will not carry out any first aid on any child. Only first aid trained staff will be able to administer first aid to any child.
- Any child that becomes upset for no visible reason will be checked for sign's of bite's etc. they are the checked over again after an hour and again after 2 hours. Any findings will then be recorded as necessary.
- All accidents are reported to the manager on duty and all injuries shown to the manager.
- Any member of staff who witnesses, or is made aware of, any accident to a child, member of staff, trainee, volunteer or visitor must check whether it has been recorded in the accident book on the same day as the incident.
- If the accident has already been recorded, then they must add any relevant notes of their own to the record.
- If it has not been recorded then if they are the senior person present they must create a record, if not then they should raise the matter with the senior person present and ensure a record is created.
- The accident record book, which is kept in each unit, is in duplicate so as that the top copy is given to parents whenever a child has any injury whilst in the care of Wells House Kindergarten.

Medicine Policy

It is the policy of Wells House Kindergarten that medication will only be given where they assess it is in the best interests of the child.

As guiding principles, the nursery will usually give medication prescribed by a medical practitioner or a person with medical knowledge such as a pharmacist, and prescriptions bought over the counter appropriate for the age of the child. ALL medication must be labelled with the name of the child when left by the parent/carer.

The greatest care will be taken to see that these are administered according to the instructions on the bottle or packet. In particular, no medication will be administered which is past its expiry date or has a different child's name on the prescribed label even if it is a family member's name. Records of all medication administered shall be made on the medication forms. They will be signed by the parent/carer on the day of administration and on collection, signed by the member of management administering the medicine and by the member of staff witnessing.

Discipline Policy

No child will be **smacked** or **roughly handled** at any time throughout the day. The child will be spoken to with a stern firm voice but avoiding shouting. Each room has a thinking mat which is an area where children can calm down and think about their actions. The child will be sat out for a period of time appropriate to their age, for example: 2years old=2 minutes and so on. After this period of time the member of staff will explain why they have been sat on the mat and they will be asked to apologise. Any incident that we enforce the discipline policy will be written in the sanctions record and management and parents are to sign on the same day. Once this period is over the child is to return to the activities that are available, do not keep reminding the child of their past actions.

Please remember that positive behaviour does outweigh the negative if you look at the child's behaviour throughout the day.

Children respond better to praise rather than constant negative comments

Toileting Policy

Any child who is starting to toilet train must **never be forced to do so by either staff or parents.**

They will need trainer pants to prevent any little accidents in the play area's.

Potties are to be kept in the toilet area and **UNDER NO CIRCUMSTANCES** will a potty be kept in any playroom.

Each child will be **ASKED** at **regular intervals** if they need the toilet, this will aid them in understanding the process of toilet training and, not to rely on staff just taking them.

Staff are to explain to the child what they need to do, and talk to them whilst they are training.

Children will learn and understand quicker if you talk to them and make it an enjoyable experience.

Staff praise **any efforts** that occur or even if nothing occurs, then praise them for trying and sitting on the toilet/potty.

If the child is having three or more accidents a day we may delay the process until they are more ready for hygiene and development reasons.

Under no circumstances must a child be sternly spoken to if any accident occurs The child is probably embarrassed about the incident and do not want reminding of it.

PRAISE is the best form of encouragement

No Smoking Policy

UNDER NO CIRCUMSTANCES is smoking permitted in the presence of the children or on the premises of Wells House Kindergarten

THIS IS A NO SMOKING ZONE.

Visitors, Casual Callers and Enquiries

Visitors are not allowed any access on to the nursery premises unless an appointment has been made. Staff check with a member of management BEFORE allowing any access onto the premises. Visitors are asked to stay in the entranceway whilst a member of management is sought. Once the child is admitted, parents are allowed access to pick up their child at any time throughout the nursery day. (Open House policy).

If another person should come to the door and request to pick up a child, and we have not been informed we will deny them access until confirmation has been sought. WE WILL NEVER LET THEM ON THE PREMISES UNLESS WE HAVE BEEN TOLD THEY ARE COLLECTING THE CHILD. All staff are informed on the day of a visit so that they are all aware of who will be coming to the nursery door.

Settling in Policy

At Wells House we feel it is important to remember that when we are settling in a child we are also settling in the parent. We feel it is important to be able to build up a relationship with the carer of your child. Parents need to build up trust and be fully content with leaving your child in our care. This is why we feel it necessary for parents to be as much involved in the settling in process as possible.

Each room has key workers who are introduced to parents on the initial settling in. We like parents to inform staff of the likes and dislikes, preferences, allergies and any routines their child may have, by discussing their child with the designated key worker. You will be shown where to put your child's coat and belongings ready for when they start attending nursery.

We will explain our routines, the types of activities we carry out, the toileting training routine (if appropriate). We explain about how we report back to you at the end of each day, weekly reports if appropriate and sleeping arrangements for each unit.

Staff will show parents where play plans are displayed for you to view.

Your child will only be able to start the nursery if they are fully settled and content. We do usually advise a minimum of 2 sessions per week.

If at any time you are unhappy at any stage of leaving your child you must seek a member of management before you leave the premises.

Child Protection Policy

Our child protection co-ordinator is Jennie Morgan. Child protection is provided by the Social Services Department, which supplies support for families whose children are in need of safeguarding to promote their welfare and upbringing. All staff members are made aware of the possible indications of abuse and neglect. If you would like to make yourself familiar with the Child protection manual it is situated in the staff room.

If a child arrives at nursery with injuries, this is the procedure we follow:

1. Ensure immediate medical attention.
2. If possible we ask the parent/carer how the injury occurred.
3. Explanations will be accepted and accusations will not be made. We understand that the parent may also need reassuring that their child will be fine. We make a written record in the handover diary of observations and explanations given. It is dated and we always have a witness to sign it. We ensure that the information is written neatly and clearly, and kept confidential.
4. If we suspect that the injuries have been caused by assault or failure to protect the child then we inform the Child Protection co-ordinator in the nursery or inform another member of management. That person will assess the situation and if necessary contact the Duty Social Worker. The Under-Eights Officer should also be told so that they can offer support and advice wherever possible. Once a child is referred to social services they and the Area Child Protection Committee will make an assessment on the child's needs. Following such a referral, Social Services and possibly the Police may take enquiries. Staff may be required to provide statements, so we ensure that we are confident of our suspicions first.

Suspicion of abuse

Through conversation with children we may be able to detect the more difficult forms of abuse, which are not visible such as sexual or emotional abuse. We always:

1. Listen to what the child says. Be comforting and sympathetic. Ensure that the child feels as little responsibility as possible.
2. Do not make any suggestions to how the incident happened; just repeat what the child is saying to make sure that what you have heard is correct.
3. Write down in our handover diary exactly what the child has said. Sign and date it, if there was another witness then ask them to also sign it.
4. Do not make assumptions, as about whom the allegation may concern, if a member of staff may be involved, then appropriate steps will be taken to ensure the safety of the child and the other children.

Confidentiality The nursery has the right to share any information regarding Child Protection with other childcare professionals if it is in the interest of the child. We will not discuss a child with anyone uninvolved as disciplinary procedures will be followed

Arrivals and Departures Policy

It is our policy at Wells House Kindergarten to give a warm welcome to each child on its arrival. Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure their safety and that their attendance is recorded in the register.

Under no circumstances will a child be allowed to depart from the premises unless it is with a person who is either known to the staff or able to prove that they are authorised to collect that child and that they are over the age of 16. A member of staff must always acknowledge departure of a child from the room the child is in, by crossing them off the daily register.

Once a child has left the room with their parent or carer they will become the sole responsibility of that person to ensure they are kept safe, e.g. whilst talking to other parents in the hallway or if fire alarm should be activated. Once a child has left our care within the room we can no longer accept responsibility in emergencies. A register of all children will be maintained each and every day by staff in each individual room and transferred to the main register in the office by a member of management.

Uncollected Child Policy

Should a child not be collected at their appointed time a member of the management team will endeavour to contact the parent/carers using the contact information on file.

Should contact be made and information obtained that ensures the child will be collected, then arrangements will be made by the manager on duty of Wells House Kindergarten to ensure that suitably qualified members of staff remain on the premises until the person collecting the child arrives. Such over hours are chargeable as set out on the signed enrolment form.

In the very unlikely event that no contact is made with a parent/carers, 30 minutes after the time the child should have been collected, then Wells House reserves the rights to make arrangements for a qualified member of staff to care for the child on a one to one basis until the situation is resolved. In these circumstances Wells House reserves the right to charge an over hours rate for the hours during which care is provided on this basis.

There is a charge of £5 per 5 minutes for each parent that leaves their child before 9am or after 3pm. The same charge will apply to any child that is still here after 6pm.

Missing Child Policy

Children being children, they are not always where they should be, or where you expect them to be. Rarely is this anything other than the child having moved unexpectedly, but staff need to establish a procedure to ensure that the child is located and returned to staff control as quickly as possible. In our kindergarten this procedure is as follows:

1. The senior member of staff present arranges for the other children to be satisfactorily supervised.
2. The surrounding area is checked to see if the child can be located, in particular areas, such as toilets, cupboards or other areas of a size capable of hiding a child.
3. Enquiries are made of any other adults in the vicinity.
4. If the child cannot be located, then the manager on duty must be informed.
5. The manager will then inform:
 - (a) The police and/or any other appropriate emergency service.
 - (b) The parents/carers of the child.
 - (c) The appropriate OFSTED officer.

The manager on duty must keep in mind at all times, and act upon, the primary principle laid down in the Children Act- **The welfare of the child is paramount.**

Staff Development and Training Policy

Wells House values its staff highly. We accept that it is in the interests of the children and all the staff that every opportunity be given to each staff member to develop their personal skills to their maximum, and to broaden their knowledge and skills in caring for children in particular:

To facilitate this we:

1. Assess every member of staff at least once every year and set out their own personal training plan.
2. Hold regular staff meetings.
3. Encourage where practical staff to attend external training courses.
4. Encourage staff to pass on their knowledge to those less experienced.
5. We undertake the Investors in People award to highlight our commitment to training.

Outings Procedures

Outings are an important part of the education of all children. Where practical Wells House Kindergarten will arrange outings to broaden the children's experiences. Before any outing can take place the following procedure will be instigated:

1. A member of staff who is suitably qualified will agree with the manager that they will be in charge of the trip out.
2. Together that person and the manager will check using the laid down ratios in national Standards that there will remain sufficient staff to maintain the correct staff/child ratios in the kindergarten. They will then consider the staff numbers caring for the children on the outing to ensure there will be sufficient to maintain a safe environment for the children in their care and will not proceed unless this is the case.
3. The person organising the outing must be aware of the procedure in respect to missing children policy, and that they are aware of any material information from the child record forms in respect of each of the children on the outing.
4. The person on the outing must have adequate communication with the Kindergarten preferably a mobile phone.
5. Information should be retained in the kindergarten of the itinerary of the outing.
6. Parents are asked for consent prior to outing.
7. A risk assessment is carried out of every outing beforehand.
8. A qualified first aider is available on every trip with a fully equipped first aid kit.
9. Car checks are carried out for each vehicle being used in each outing and all logs are kept in the office.
10. The correct booster seats will be used on any journey to ensure maximum safety of the children.

Wells House Kindergarten has a vehicle available for carrying, collecting or delivering children.

Sick Child and Emergency Policy

It is our policy at Wells House to encourage and promote good health and hygiene for all the children in our care.

This specifically includes monitoring the children for signs and symptoms of communicable diseases such as chickenpox, measles, mumps, rubella, meningitis, hepatitis, conjunctivitis, diarrhoea, vomiting and fevers of 101 F / 38 C or over.

With the welfare of the sick child in mind and in the interests of the remaining children, if in the opinion of the staff a child is ill, then the parent/carer will be contacted & requested to collect him/her as soon as possible.

It is the policy of Wells House Kindergarten that any child who has contracted any communicable disease must have been clear of that disease for a **minimum of 48 hours** prior to the child being considered for re-admission to the nursery; in the case of diarrhoea the child must have had normal stools for that 48 hour period.

The staff must be convinced that the child has returned to good health before re-admitting them & may at their entire discretion refuse re-admission until clearance has been obtained from a medical practitioner.

In case of a serious accident or illness occurring then the parent/carer will be contacted immediately along with medical professional and the appropriate action taken. In the unlikely event of the parent not being available the senior staff member will assume charge & if necessary take the child to hospital along with all relevant details.

ALL occasions when a child or adult attends a hospital accident & emergency department direct from the kindergarten then the Environmental Health Department of the Council will be informed RIDDOR requirements.

And an in-depth account of the accident, copy of the RIDDOR form and accident form sent to OFSTED and EYPCD.

Sickness

Below is a list of illnesses and communicable diseases that your child may come into contact with. We have listed the exclusion periods from the nursery that is needed to prevent the illness from spreading.

Illness	Exclusion.
Conjunctivitis	48 hours once treatment has started.
Chicken pox	Absence until all spots have healed over.
German measles	Five days from onset of rash
Glandular Fever	Until child is well in themselves.
Hand/foot and mouth disease	Until all clear
Head lice	There is no exclusion for this but we do recommend treatment from the chemist.
Vomiting and/or diarrhoea	Child will be excluded immediately. 48 hours clear from vomiting or diarrhoea before returning to nursery.
Impetigo	Child excluded until effected area healed over.
Measles	Excluded for 5 days from onset of rash.
Mumps	Excluded for 5 days from onset of swollen glands
Tonsillitis	Once child is well and treatment has been sought.
Ear infections	Once child is well and treatment has been sought.
Meningococcal meningitis/ septicaemia	Advise needed by consultant in communicable disease control.
Meningitis not due to meningococcal infection	Once child is well infection risk is minimal.
Thrush	Child excluded until affected areas are totally free from infection
Scabies	Exclusion of child until treated (family members usually need treatment also)
Scarlet fever	Child excluded for 5 days once antibiotics have been started.
Whooping cough	Child excluded for 5 days from commencing treatment.
Thread worm	Treatment recommended for child and family. No exclusion
Hepatitis A	Exclusion for 5 days from onset of jaundice or pale stools.
Dysentery	Exclusion until no symptoms for 48 hours.
Salmonella	Until no symptoms for 48 hours.

These are basic guidelines given to all nurseries by EYDCP with guidelines from Bolton NHS. Should you have any concerns then please speak with a member of management

Outside Play Policy

Our outside play area is designed to enable the children experience of outdoor activities.

We have a large soft tarmac area with equipment for the children to use.

We have a designated staff member who checks all areas are safe BEFORE any child goes out to play.

Each room will play outside to get fresh air at least once a day. During the summer months you may find the children will carry out the normal planned activities outside, such as painting, sticking, play dough, water play. It is vital that during this period parents/carers provided sunhats, and sun cream to protect the children from sunburn.

During winter months it is necessary that Wellingtons be provided for the pre school children. Our garden has a vast amount of pretend minibeasts around for the children to play with and explore, there is also natural items for the children to utilise and explore.

We make our outside play area just as attractive to play in as we do our indoor play areas. And continue the curriculum activities both indoor and outdoor.

Attendance Policy

Wells House is open from 7:30 am until 6:00pm. There is also an option for 7.30am-1pm, 1pm-6pm or 9-3-spaces are subject to availability on the 9-3 session.

Staff for security reasons write on each daily register every child's start time and the time they were collected. At the end of each week staff hand their registers to management who check children's hours to ensure staffing ratios are being met. This being a requirement of Ofsted, one of our governing bodies.

Any parent who has had to use any extra hours for whatever reason (i.e. gone over their agreed session time) will be invoiced the following week for the extra time used, as the staffing levels will have had to be amended to meet this need.

Costing for these extra hours are stated on the enrolment form.

Behaviour Policy

The nursery follows the following points when encouraging positive behaviour, and also when discouraging negative behaviour.

- Wells House believes in promoting **POSITIVE** behaviour.
- We aim to encourage self-discipline, consideration for each other, our surroundings and property.
- By praising children and acknowledging their positive actions and attitudes Wells House hope to ensure that children see that we value and respect them.
- Wells House rules are concerned with safety and care and respect for each other. Children who behave inappropriately, whether by physically abusing another child or adult i.e. by biting or kicking, or by verbal bullying, will be removed from the group for a two-minute time out period. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important however, to acknowledge that a child is feeling angry or upset and that it is the **behaviour** we are rejecting not the child.
- How the particular type of behaviour is handled may depend on the child and circumstances. Although they will be given a two-minute time out period it may be deemed necessary by the nursery nurse witness to be encouraged to talk about their actions and reasons.
- The child will also be asked to see if the person who was upset is all right and, if they mean it, to say or show that they are sorry. An immediate response of "sorry" is not accepted if the child does not mean it, and is merely saying the word in the hope of being able to continue in the activity.
- In extreme cases the child will be removed from the room or garden to quiet area until he or she has had time to calm down and also to give time to reflect on their behaviour.
- We do however; need to give the children non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. We will ensure that they are given opportunities to release their feelings more creatively.
- Parents will be informed of their child's behaviour via our sanctions records, which records any forms of behaviour discipline carried out.
- In all cases inappropriate behaviour will be dealt with during nursery time and should need to reiterate after the incident. However, we do ask for parents to work with the nursery in following our behaviour policy.
- Should the negative behaviour persist we may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between home and school.

- In some cases, we may request additional advice and support from other professional such as the educational psychologist or child guidance counsellor
- Children do need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.
- Children will also be encouraged to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are inappropriate.
- No child will be given any form of physical punishment or verbal threats in any circumstances. A child may be moved from areas that are unsafe to the child or in circumstances where other children may be in danger.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

Behaviour management co-ordinators are:

Mrs Jennie Morgan BTEC

Mrs Tina Knight NNEB

Special Educational Needs

Objectives: This statement has been drawn up taking into careful consideration the fundamental principles of the 2003 code of practice, and will be reviewed annually in the month of February.

- We will address the needs of all children who have special needs. The code of practice recognises that there is a continuum of provision and a continuum of needs which may be made in a variety of different forms. The following stages are followed when assessing a child:

Early years action

Early years action Plus

Statement

- Children with special educational needs will be given the greatest possible access to a broad and balanced education, including the national curriculum and early learning goals.
- We also believe that the knowledge, views and experience of parents are vital.
- All children with special educational needs should be identified and assessed as early as possible.
- All children irrespective of ability should be encouraged to develop an awareness of, and respect for individual differences.
- A child has special educational needs if they have a learning difficulty which calls for special educational provision to be made for them. These may be:
 1. Learning difficulties.
 2. Emotional, social behavioural difficulties.
 3. Physical, sensory, motor difficulties or any combination of the above.

Procedures and Practices

The SENCO, who is currently Mrs Kelly Newlove, should be responsible for the day to day operation of the nurseries special educational needs policy. The co-ordinator will be responsible for liaising with other staff, outside agencies and children. Will also co-ordinate provision for children with SEN. The co-ordinator should liaise with parents of children with SEN and also contribute to the in-service of staff training in planning meetings, and other meetings with support agencies, medical workers and social and voluntary bodies. A link should be made with any special schools when necessary. This ensures that the correct support is accessed wherever possible. Support will be given to parents/carers of children with SEN, as well as to the setting.

Roles and responsibilities

All staff should be aware of the range of needs which might arise in the nursery. They should assess the difficulty of materials used and ensure they are relevant to each individual child.

Identification and Assessment intervention

All children with S.E.N. should be identified and assessed as soon as possible. The identification and assessment of the special needs of children from minority ethnic groups require very careful consideration (lack of competence in speaking English must not be equated to a learning difficulty), care must be taken to consider the child within the context of their home, language, culture and community, and to use if necessary bi-lingual support staff or translators so that the child and parent fully understand the measures the nursery is taking.

Complaints Procedure.

Should any incident arise you are unhappy with then contact MRS JENNIE MORGAN, or Mrs Kelly Newlove or Mrs Karen Kelly immediately. If you feel that the complaint is not handled correctly, then contact the proprietor Mrs Tina Knight. Should you still feel that your complaint is not handled correctly or that the nature of the incident is very severe then please contact a member of Ofsted: 0161 255 4803

Recording, monitoring and reviewing children's progress

A system of record keeping with a review of the child's individual progress will be kept. These will be individual files kept in the nursery. The files will contain progress reports from the educational therapist services, other agencies and discussions with parents. These will be updated regularly. Children will be monitored and reviewed at arranged intervals. Procedures for identifying assessing and monitoring children with S.E.N. will be made know to all staff.

Integration

All children should have the opportunity, be expected and be seen to contribute usefully to the life and work of the nursery. Children should have the opportunity to work with children of differing skills, knowledge, attainment and experience. All staff must endeavour to give each child a sense of worth and value within the nursery.

Communication

We will endeavour to gain access to specialist help in dealing inside the nursery with S.E.N. children and seek active support and training when necessary.

Working with parents

We will endeavour to work in partner ship with parents. Linking home and nursery. Parents will be informed of every step taken to help their child.

Resources

The organisation, provision and distribution of resources will be organised and staff will be liased with.

Transition

The organisation agrees to work with the family in aiding the transition from nursery to school or to another nursery. The nursery will ensure that all the relevant documentation and paperwork will be forwarded to the school/nursery to ensure the transition is as smooth as possible. Where possible a grant may be accessed to allow staff to aid this transition with visits and settling in periods.

Allergies Policy

1. Parents are to inform the nursery of any allergy that each child may have.
2. A member of management must record any allergy that a child has on the child's enrolment form and make all staff including kitchen staff aware of the allergy.
3. The child's key worker will then transfer this onto the child's details records. And also on the child manager sheet.
4. Information on any allergy will be sought from the child's parents and doctor if necessary.
5. Additional information may be sought from the Internet.
6. Training for specific allergies will be sought on how to administer certain medication such as an EpiPen from the allergy nurse or hospital.
7. Parents to complete a medical record form, which will be kept with child's enrolment form.
8. Any emergency procedures' carried out will be logged on an incident report sheet for parents to sign.

What to do in cases of an allergic reaction (Anaphylactic shock).

Signs and symptoms.

1. Flushed mottled appearance on face and neck.
2. Difficulties in breathing.
3. Fast rapid pulse.

First aid actions.

1. Shout for help.
2. Maintain child's breathing following resuscitation technique.
3. Dial 999 and state where we are.
4. If child is known to have reactions, then staff that are trained must administer the EpiPen immediately.
5. Wait for ambulance to arrive and escort to hospital taking child's details with you.
6. Parent to be contacted immediately.

Bottle Feeding

Bottle-feeding a baby will be carried out in the following way.

1. Bottles will be heated up in the bottle warmer and not via the microwave. This is to ensure the milk warms up evenly.
2. The bottle will be shaken to ensure the milk warmth is evenly distributed.
3. The milk will be checked to ensure that it is not too hot or cold for child.
4. We will ensure that each child's bottle will individually labelled to ensure each child gets the correct bottle and milk.
5. Staff will sit in comfortable chair in the baby unit and will hold baby in their arms.
6. Staff will interact with baby whilst feeding.
7. Staff will log amount of feed in child's every day book.
8. Bottles will be rinsed out and placed back in child's bag.

Quality Assurance

Wells House is a quality assured nursery; it undertook the NDNA quality counts accreditation in March 2004. We aim to ensure that we provide the highest standard of care that is possible. Staff will be fully qualified and experienced to be able to deal with every situation that arises regarding the care & education of each child.

The management team will be available from 7;30am until 6pm to deal with any parental concerns or praise. Staff will be kept fully trained to ensure up to date knowledge of all the standards and procedures required by governing bodies.

Wells House aims to provide a safe, stimulating, caring and educational environment. This is maintained by our experienced staff and continual training that Wells House staff are required to undertake.

Management team regularly undertake additional training to ensure they are fully updated on the requirements and that they themselves are able to offer support and advice on all areas of training. Both the manger and the proprietor have been accredited with the assessors' award to enable them to help guide and train staff to high level of childcare education.

We aim to ensure that sickness levels in the nursery do not affect our staffing levels and still ensure a quality service is provided.

Management team will every year obtain feedback from parents and staff regarding the quality of the nursery and service provided and aim to turn any weak areas into strong areas.

Inclusion Mission Statement

Wells House is an inclusive setting. This enables us to see each child as an individual and enables them to be as independent as they are able or they want to be.

The Framework inclusion ensures we have a working practice that ensures that every staff tends to every child's individual needs. It is a team approach and we work in partnership with all staff, parents and have good positive links to other agencies. We respect and encourage parental involvement at all stages of their child's development. We work closely with parents at all times, and will only introduce outside agencies with full parental consent.

All our children work under the inclusion framework umbrella, which also enables each child's individual intimate care needs to be met. This can be from changing nappies to a child's personal medical needs, all of which are risk assessed to ensure all risks are kept to a minimum and also includes the child concern model with access to associated data base.

Wells House staff receive full training in understanding and implementing the inclusion framework. Additional training is sought from professional agencies for any child's individual needs.

We aim to ensure that confidentiality is met at all times, and that important and relevant information is passed through to our team members and to parents and relevant involved agencies. The child's dignity is an important factor and will always be maintained.

Payment Policy

Our current nursery fees are as follows:

Type	Hours	Cost
Full Time Monday - Friday (10 hour days)	7.30 am to 5.30 pm OR 8.00 am - 6.00 pm	£225.00
Daily Session (10 hours)	7.30 am to 5.30 pm OR 8.00 am - 6.00 pm	£ 51.50
Daily Session (9 hours)	8.00 am - 5.00 pm	£ 49.50
Daily Session (6 hours)	9.00 am - 3.00 pm	£ 46.50
Morning Session (5 hours)	7.30 am - 12.30 pm	£ 34.75
Afternoon Session (5 hours)	12.45 pm - 5.45 pm	£ 33.50
Early Morning Session	7.30 am - 8.00 am	£ 5.00
Late Session	5.30 pm - 6.00 pm	£ 5.00
Hourly rate		£ 8.00

- A fee of £100 non-refundable deposit is required when booking your place. This will be deducted from your retainer fee.
- A deposit of two weeks' nursery fees will be required on your child's start date in order to reserve your place this is a retainer fee, which will be refunded via payment of last two weeks' fees.
- Retainer fees will not be refunded if two weeks notice of vacating your place has not been given.
- Retainer fees must be taken from your last two weeks' fees. No retainer will be refunded through cash nor cheque. It must be deducted from nursery fees.
- All nursery fees are payable on the child's first day of attendance each week or month.
- Fees must be paid via direct debit. We do accept cash but not in bulk amounts so please ensure that you pay weekly if you are paying cash. If you are paying by cash, please ensure you give it to a member of management and obtain a receipt. **Cheques are made payable to Playsafe Nurseries Ltd.**
- If fees are being paid monthly, they must be paid in advance.
- **The nursery has zero tolerance of unpaid fees. If fees are in debit by two weeks, you will have to vacate your child's place until the fees are paid up to date. If your fees are still not paid, then they will be passed onto a debt collecting agency who also charge interest.**
- All bank holidays and public holidays are payable.
- Any day your child does not attend nursery through illness, fees are still payable.

Closure in an emergency

It may be necessary to close the nursery for a variety of reasons including:

- Severe weather including snow, flooding or storms.
- Disruption to transport, for example through petrol or diesel shortages.
- An outbreak of an infectious disease.
- Accommodation problems, for example loss of power supply, heating failures or fire damage.

The Nursery will, however, endeavour to remain open where possible. Nursery contingency plans will be passed on to staff and parents at the time, dependant on the emergency.

Closure due to severe weather

The decision to close the nursery will normally rest with the owner or, in her absence, the manager. The decision should be made where possible before 7.30am and on the basis of information received from the media about weather, supplemented by on the spot observation (whenever possible).

Factors involved in reaching the decision to close the nursery are likely to be:

- Access to the nursery i.e. road conditions (obstructions, snow, ice, flooding, etc.)
- Breakdown of nursery essential services (heating, electrical services, water, storm, damage, etc.)

The owner will advise staff and parents via our Family app and nursery Facebook page.

During nursery day emergency closure guidance

On occasions, it may be necessary for the nursery to close during the nursery day, e.g. if the weather is deteriorating and there is doubt as to whether children can be returned home safely that day. In such cases the nursery needs to ensure that children are collected. We will firstly notify parents through the Family app and Facebook and also contact by phone in case they haven't received the messages to collect their child/children as soon as possible.

Staff attendance

Although it is recognised that severe weather conditions make it difficult for staff to get to and from work, unless advised to the contrary by the owner, the expectation is that staff will present themselves for work.

Clearance of snow

Within the nursery site, the nursery is responsible for snow clearance and the clearing of approach paths upon its grounds. The clearance of public roads is the responsibility of the highways department. If there is any question of children's safety being at risk, for instance, if they are let outside and the outside area is unsafe, the nursery has a responsibility and duty of care in inclement weather to keep the children indoors.

Outbreak of an infectious disease

Parent's/carers should inform the nursery if their child has been diagnosed with any infectious illness so that we can inform other parents, staff and visitors that we have had a case in the setting. This allows other parents to be on the lookout for symptoms in their child and act accordingly.

Special notices and updates will be displayed in a visible place inside the nursery.

Where there is risk of an epidemic or pandemic in the community, we will at all times follow the official government health guidelines, including closing the nursery if necessary, to prevent the spread of infection. If the decision is taken to close the nursery it will be taken by the owner or nursery manager in conjunction with the appropriate health authorities. When we are informed that a disease is notifiable, we will advise the necessary authorities, including Ofsted.

In the event of nursery being closed

If the nursery is closed it is the responsibility of the owner to ensure that the following events happen:

- The decision is validated with the rest of the management team.
- The nursery Facebook is updated and a message is sent to parents via the Family app.

The nursery answer phone will **not** hold a message advising parents as to the closure. Parents are wholly responsible for keeping the nursery updated with any new contact phone numbers and also their responsibility to update emails for the Family app and check Facebook for up to date information. The nursery cannot be held responsible for parents not receiving messages or phone calls.

These tasks do not all have to be completed by the owner, although she does have the overall responsibility for ensuring each has been carried out. There will be absolutely no refunds of fees if the nursery needs to close in an emergency.

Vetting Procedure

Wells House takes the security and safety of our children extremely seriously.

This is why we ensure our staff are vetted before being able to care for our children under no supervision. Once a member of staff has been employed, we firstly only accept them on a 3 month trial. During this time, they are fully supervised until we have carried out the following checks.

- Suitable work references from at least 2 sources.
- A copy of their driving licence or passport is seen to check their status.
- A CRB check (enhanced disclosure) is requested to ensure that staff have been police checked and have no record that will exclude them from working with children.
- A full detailed induction is given to every staff member on the day they arrive before they start their role.
- Emergency details are taken and recorded on their personal records.
- All policies and procedures are to be read before they start their role.

If we feel any member of staff is unsuitable to work at Wells House, we will not issue them with a contract once the trial period is over.

Parent handbook revised and changed March 2020