



Prospectus

The Willow Centre
Brookfield Road
Ashford
Kent
TN23 4EY
Phone 03000 411 024

Web site <http://www.kiddiekapers.co.uk/>

Charity No:1122036



Welcome to Kiddie Kapers

Who Are We?



We provide high quality childcare for approximately 160 children aged 3 months to 5 years every day, in five separate rooms.

Kiddie Kapers is run by the Beaver Community Trust (BCT) which is a 'not for profit Limited Company', with charity status. Our Charity Number is 1122036 and our company registration number is 4603405. BCT also runs the '*Lightbites*' café within the building.

When Are We Open?

We are open 50 weeks of the year, from Monday to Friday between 8am and 6pm. We close on Bank Holidays and for five additional days over the Christmas and New Year period. We are committed to staff development and are closed for a further five days each year for staff training and development. All these dates are listed at the end of this booklet and displayed around the nursery.

You are welcome to telephone to arrange a visit to look around our nursery, to meet our staff and to discuss your childcare requirements in more detail so that together we can make the right decisions about your child's future care. Although we will try to accommodate parents who just call in, we cannot always give you the time you need, especially during the start of the day and at lunchtime.

Our Management Team

Tracy Wratten is our Nursery Manager. Tracy has been working at Kiddie Kapers for many years and has lots of experience in childcare. Tracy works everyday on a regular shift patterns and is happy to talk to parents about any aspect of the nursery and the services we offer. If you would like to contact Tracy her email is tracy.wratten@kent.gov.uk



We are also supported by Sheila Tong (BCT Business Manager) and her team who provide a range of services across the Beaver Community Trust as a whole.



Maisie Collado
Business Support



Caroline Payne
Nursery Office Assistant

Our Aim

We aim to provide outstanding care and education to all children by following the national Early Years Foundation Stage (EYFS). Children learn by playing, exploring, being active, and through being creative which takes place both indoors and outside and these are the key principles behind our services. All children deserve to learn in a friendly, clean, comfortable and safe environment which is both stimulating and challenging to the children. We support each child individually to make sure they progress at their own pace and provide additional support to those children who need it. Further details of the EYFS is available via the following web site www.foundationyears.org.uk

Ofsted

We are regulated by Ofsted which undertakes regular inspections of our services. The last inspection was in November 2016 when we were rated as a 'Good'. The full report is available on the Ofsted website, and we have reference copies in the corridor.

Our Partnership with Parents

Parents are the main educators of their children, and our aim is to support them in that role. Our partnership with parents is crucial and we encourage regular two-way communication. We keep parents informed of what their children have been doing, and any issues, and we encourage parents to let us know of anything at home that might be of relevance to our staff and the support they provide. Knowing about a family holiday or an event such as a wedding or party is helpful – just as it also helps to know if a child may be worried about the illness of a relative, or something else that may worry them such as the loss of a toy!



We encourage families to share with us as much information as possible about your child and whenever possible, we would try to visit you at home before they start. We will allocate a key person who will help to settle your child settle into their new environment and will be a key link between parents and the nursery. Please speak to the Key Person or one of the managers about any issues or concerns that you might have. We also arrange evenings where parents can have the opportunity to speak to staff about their child's development and progress in a more relaxed atmosphere.

Each month we issue a short newsletter which will either be emailed to you and paper copies are available. Please check the trays/ pockets each week as there may also be pictures, invoices or other messages for you! Other information will be on various noticeboards within the nursery or on our website.

We also offer a family workshop once a month where a member of the child's family can come and join them in an activity and see the children in the nursery setting. The room will advertise this before the date and all children due in for the session will be welcome to invite a family member.

We have a range of policies and procedures, copies of which are available in the Nursery office.

Changes during COVID-19

Since the beginning of the pandemic Kiddie Kapers and Lightbites are proud to have been able to continue the work that we pride ourselves on. We have continued to offer our services and have always gone above and beyond government guidance in to ensure our families, staff and children are protected as much as possible when in nursery. There have been some changes, such as drop off and collections now happen outside for children in our older rooms and for new families, we now offer virtual showarounds. We will continue to keep our COVID policies in place until the restrictions ease and the government make changes to the regulations needed in early years settings. Until restrictions ease your temperature will be taken if you enter the building and you may be asked to fill in a short questionnaire. This is all done to protect our staff, families and children and we appreciate everyone's support.

Registration

When we register your child, we will ask quite a lot of questions about your child's health, medication, immunisation, permissions (for example for photos, outings, sun cream or face paints) and so on. This information really is important, and we would ask you to let us know of any changes over time – you can change this at any time. At the time of registration, we will ask you to confirm who can collect your child from nursery. For obvious reasons, we will release a child only where we know the parent or other relative and where parents have given



us permission. As an added safeguard, we will also ask parents to give us a password which we will use in any case of doubt. If we are not 100% satisfied that the person who has turned up is not authorised we will contact the parents. It is also essential that you let us know of any restrictions in relation to access to your child, particularly where there is a court order in place, and keep us informed of any changes.

Please also tell us of any changes in phone numbers so that we can always contact someone in an emergency.

All of this information is retained on our database (known as Abacus) and will be managed in accordance with data protection good practice

Outside Play

At Kiddie Kapers we offer a great range of activities and learning opportunities in our outside area, we understand that children thrive outside, and we help children develop skills whilst using the outside space. We encourage our children to be outside all day and staff will always be present to hold activities and provide different learning opportunities for the children.

There are five main reasons that children should be outside these are:

1. It encourages an active lifestyle.
2. Teaches an appreciation of nature and the environment.
3. Helps develop social skills.
4. Encourages independence.
5. Helps understand risk.

We promote the children being outside and will always encourage children to play and learn outside as the natural environment promotes children's learning and development. We take our children outside for most of the day and only promote children coming inside for registration, lunch, personal care and preparing to go home. Our staff will always ensure that children are in appropriate clothing and will not take children outside if the weather is too extreme.

Booking Places

We have a high demand for places, and we allocate these as fairly as possible on a 'first come, first served' basis. Your child must be booked in for a minimum of two half day sessions, or one full day per week.

Places will be guaranteed when the £75 deposit has been paid; the only exception is where children are using only their Free Early Education when we will not ask for a deposit.

The baby room is all year round but once your child is funded you can opt for term time if that suits you better. Please remember that the Free Early Education cannot be used during school holidays. If any sessions are required over the holiday periods and your child doesn't attend all year round we will do all we can to accommodate however it is not guaranteed so please book as soon as you can.



The deposit is recorded separately from any other fees and will be returned to parents when the child leave nursery as long as you have given us at least a month's notice and the invoices have all been paid.

We offer parents 3 'settle' sessions to help your child settle in gradually. We try to be flexible, taking account of the individual child's needs, but typically we might suggest a half hour session, followed by an hour-long session a week or so later. We do not charge for these "settle" sessions. When the children are attending their settle session we suggest parents visit

the on-site café for a complimentary tea or coffee (we will give you a voucher for this) while their child is in the nursery so we can call you if needed.

We currently offer the following 'standard' sessions:

| Hedgehogs | Badgers | Owls and Kingfishers |
|-----------|-------------|----------------------|
| 9-1 | 9-3, 4 or 5 | 9-3, 4 or 5 |
| 9-5 | 9-12 or 1 | 9-12 or 9-1 |
| 1-5 | 1-4 or 1-5 | 1-4 or 1-5 |

Sessions are charged in line with our hourly rate.

Our Charges

- Children under 24 months old £6.19 per hour
- Children aged from 24 to 36 months £5.23 per hour.
- Children aged 36 months and older £4.83 per hour.

Children can access their Free Early Education within any of the sessions above.

Any hours or sessions accessed outside of the Free Early Education will be charged at our standard rate above.

Children can also finish at 6pm, although these sessions may not be in your child's usual room.

Morning and afternoon snacks are included as is breakfast for children attending between 8-9 am. However, if your child has a special diet you may prefer to send breakfast in with them. A two-course lunch can also be provided at a cost of £2.20 per day.

| Price List from September 2021 | |
|---|--------|
| Children under 24 months old- Hourly rate of £6.19 | |
| Session | Price |
| 9-1 | £24.76 |
| 9-5 | £49.52 |
| 1-5 | £24.76 |
| Children aged from 24months to 36 months- £5.23. (8am start if required) | |
| 9-12 | £15.69 |
| 9-1 | £20.92 |
| 9-3 | £31.38 |
| 9-4 | £36.61 |
| 9-5 | £41.84 |
| 9-6 | £47.07 |
| 1-4 | £15.69 |
| 1-5 | £20.92 |
| 1-6 | £26.15 |
| Children aged from 36 months and older - £4.83. (8am start if required) | |
| 9-12 | £14.49 |
| 9-1 | £19.32 |
| 9-3 | £28.98 |

| | |
|-----|--------|
| 9-4 | £33.81 |
| 9-5 | £38.64 |
| 9-6 | £43.47 |
| 1-4 | £14.49 |
| 1-5 | £19.32 |
| 1-6 | £24.15 |

We have a '**Late Pickup**' fee of £3.00 for every five minutes you are late collecting your child. If you know you are going to be late due to traffic or any other unforeseen reasons, please let us know as the charge could be avoided.

Paying Fees

We try to keep our charges as low as possible. We set our fees each year and try to keep them at that level for the whole of the following twelve months. Nearly all of our money comes from fees and funded hours and we use any money left over to make our services even better.

We give families the choice of paying monthly or weekly, **but payments must be in advance** – monthly invoices are issued on the last Friday of the preceding month, while weekly invoices are issued on the Friday covering charges for the following week. We do appreciate that some parents may struggle from time to time and we would be happy to discuss any special arrangements for paying, but we cannot allow accounts to run into arrears and we will chase late payments. Where necessary, we may have to stop fee paying sessions or meals as a last resort and in the event of significant debts, we may take more formal action to get payment. If you are facing difficulties, please let us know (in confidence) as soon as possible – please speak to either Maisie or Tracy and we can agree a payment plan.

We take cash or by debit card payments in the office, but we are unable to accept credit cards or cheques. We also accept childcare vouchers.

Many parents pay their charges by standing order or through the on-line banking. The account details for this are as follows:

- Sort Code 20-02-62
- Account 40399825
- Account Name Beaver Community Trust Ltd

Changes to Bookings



We have to have specific ratios of staff to children and plan our staffing each month based on expected child numbers. We are therefore unable to refund charges for sessions not attended, even if the child is ill – you will appreciate we still have to pay for staff. You are not charged for days when we are shut.

For children who have an all year-round place, we allow a 50% discount for a total of ten days in any twelve-month period. But for all other sessions, including term time only bookings, we must charge parents even if children are absent for any reason, including holidays or sickness. Where a meal is cancelled **before 10am**, we are able to refund that £2.20 charge.

Depending on attendance, if parents need an extra hour or two, we will try to accommodate that. We appreciate this is might inevitably be a last-minute request, and we will be as helpful as we possibly can – subject to our overall numbers. Any such extra sessions would, of course, be chargeable and would be added to the invoice and where a standing order is in place will have to be paid separately.

Free Early Education

All parents of children aged three and four are entitled to 15 Free Early Education from the term following their 3rd birthday for 38 weeks of the year (during term time only). This is available to everyone. At the start of each term (in September, January and April) we will ask all parents to complete a declaration form to claim this – **if we do not get the form completed, we will not be able to claim the free hours and will have to charge parents for those sessions!** Any sessions above the 15 will have to be paid for in the normal way and if your child also attends another nursery, only 15 hours can be claimed in total.

Some families may be eligible to 30-hour free childcare. For more information please pop into the office. Any hours or sessions accessed outside the 30 hours will be charged at our standard rate.

Free For 2 Funding

A separate scheme exists for two-year-old children where families are in receipt of certain benefits, and where the total family income is no more than £16,190 per annum. Please ask in the office for more details or follow the link on our website www.kiddiekapers.co.uk Children can access their Free Early Education between any of the standard sessions. Please refer to the booking places in this document.

Other Help Towards Nursery Fees

Child Tax Credits are available to help meet the cost of childcare for parents who are working a minimum of 16 hours per week. For more information phone the Tax Credit Helpline on 09070 241 156.

Child Care vouchers may be available to you through your employer. These allow for up to some of your salary to be converted into childcare vouchers which can be used to offset your fees.

The benefit is that the money is not subject to Income Tax or National Insurance contributions. If your employer does not operate such a scheme you can encourage them to start one by directing them to The Day Care Trust (www.daycaretrust.org.uk) and their fact sheet ESCC1. Further advice or information about any of the schemes above is also available from the Children's Information Service on 08000 323230.

Funding

Parents who receive 3 & 4-year-old funding and have not used their full 15 hours, please note that sessions are unable to be increased during the term, you can increase for the following term providing we have the availability. Funding terms are September to December, January to March and April to August.

Parents who are eligible for 30 hours, please remember that it is extremely important that you reconfirm your eligibility **every 3 months**. If you apply more than 3 months before the term starts, you will have to reconfirm your eligibility in your account in order to keep your code valid. Please ensure that your code is valid before the start of a new term readily for when we ask you to sign your funding form. The nursery applies for the funding September, January, and April. If your code is not valid or you have fallen out of your grace period you may not be eligible to use your 30 hours and we can only claim for the universal 15 hours for that term, meaning you can either do the same hours and pay for the sessions or reduce your child's sessions to 15 hours per week. We do not encounter problems with your code until we apply for the funding, by which time some parents have already attended and will result in the hours having to be paid back. It is not the responsibility of the nursery to ensure that your 30-hour code has been reconfirmed.

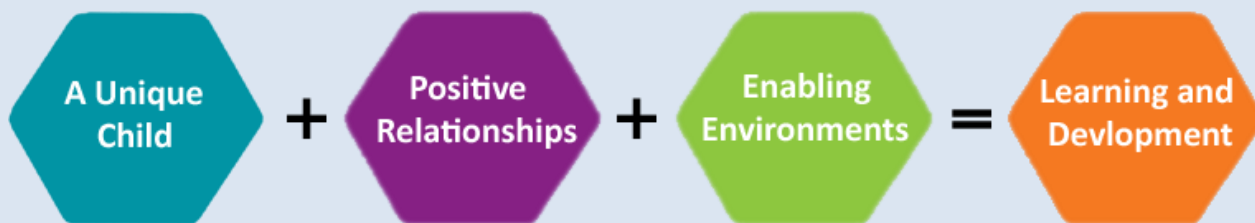
Settling in

Just before your child starts, we like to offer you 3 free visits. Most children have one of 30 minutes, one of an hour and one of an hour and a half. During this time, we find out as much about your child from you as possible and offer you a coffee voucher that includes a child's free meal for the Light Bites café. Whilst this suits most children, if your child needs more or less sessions your Key Person will be pleased to arrange this with you. The important thing is your child is happy to start nursery.



My Online Learning Journey

Our curriculum is laid out in the Early Years Foundation Stage which governs all provision for under 5's including children with Child Minders and Reception Classes at schools. The EYFS covers all areas of a child's development including physical, social, creative and literacy. We monitor children's individual progress carefully to ensure your child is developing at the right pace and so that we can make sure we have the right provision to enable them to move on to their next level. We are very clear that each child is treated as an individual and we provide activities to suit their interests and their particular stage of development.



To help us, and you, to see how they are progressing, we use an online system called 'Tapestry' for each child and this we use this to record some of your child's activities and achievements. Parents can access this via the app, and it is updated each week. We ask you to add anything that may be of help to us, this can also include what they have been doing during their time at home.

In addition, three times each year we transfer information onto an assessment sheet which is then checked by Nursery Manager. This gives a very easy way to see your child's progression as they develop and gain new skills and abilities.

Additional Needs

We are committed to supporting the whole community and recognise that some children may require additional support. **Sam Jones and Fliss Smissen** are our **SEND** (Special Educational Needs & Disabilities) Coordinators, who work with colleagues to make sure we provide any extra support or facilities. They both work closely with staff in various statutory services and where necessary, will require additional help or advice.

If you would like some more information, please look at our Local Offer at:

<http://local.kent.gov.uk/kb5/kent/directory/service.page?id=23e14oZq-tE>

You will find details about our nursery and local offer which includes details of what we offer families with additional needs.

Diversity



We value the diverse nature of our community and welcome all children and adults. We do not discriminate in any way towards gender, race or ethnic origin, creed, colour, religion, disabilities or impairments and each and every child and adult will be treated as an individual who has individual needs. We currently have children and staff representing Polish, Latvian, French, Russian, Nepalese, Lithuanian, Romanian, Slovakian, Turkish and Spanish cultures. Our staffs are trained in supporting children learning English as an additional language. Along with traditional British customs and festivals, we also try to embrace those from other cultures and communities, and welcome help and support from parents and others with this.

Our Staff

We select staff through a rigorous selection process involving parents, paying particular attention to their ability to deliver high standards, their ability to relate to young children, and to work as part of a team.

We currently have over 30 staff, some part time and some term only. All staff are subject to DBS (Disclosure and Barring Service) reports and will undertake child protection training as early as possible. Staff working with children, all wear red polo shirts while room leaders wear purple. All staff will always wear photo identity photo cards.

All our nursery practitioners are held to a high standard of professionalism, and always work in accordance to our policies and procedures to ensure all aspects of care we deliver is to the highest quality.

In addition to our paid staff we have some volunteers who work with us and we also often have students or other people on work placements. Each of them will follow our safeguarding policies and procedures and will always be under the supervision of trained staff.

We are required to have a minimum number of trained staff, depending on the children's ages. The ratios are as follows although we aim to exceed these ratios wherever possible.

- Hedgehogs Room Babies (3-24 months) 1 adult to up to three children
- Badgers Rooms Toddlers (24-36 months) 1 adult to up to four children
- Owls/Kingfishers Rooms Children aged 3-5 years) 1 adult to eight children

We are committed to supporting staff development and support our practitioners to a level 3 qualification in childcare and education. All staff undertake regular paediatric first aid and safeguarding training as well as appropriate safety training and room leaders also have food hygiene qualifications so they can train their team how to handle food in line with the environmental health requirements.

We are members of a local nursery collaboration and this helps us to get additional training at reasonable costs and to share ideas and solutions.

Child Protection

The safety of every child is paramount, and we have good systems and procedures for ensuring children's safety. We operate within both national and Kent-wide arrangements with appropriate policies. A copy of our main child protection policy is on the noticeboard and on our web site. In essence, this requires every member of our staff to be aware of child protection issues, to follow good practice in supporting children, and to report any concerns whatsoever through their line managers.

If we are concerned about your child we will talk to you. If we feel you need support, or your child needs extra protection it is our legal duty to pass this information on to the appropriate agencies. When we need to share information about your child with another service, we will seek your agreement and ask you to sign the consent form so that you know what is being shared. The only time we would not do this is if we think your child is at risk of serious harm, when we can refer without your consent.

You can help keep your child safe on the internet. There is guidance available from childnet.com/parents-and-carers. There is a link on our website under "latest news".

Our Buildings

Kiddie Kapers Neighbourhood Nursery is based within The Willow Centre in Brookfield Road (just behind the South Ashford Baptist Church). Car access is via Halstow Way, just before St Simon of Stock's Church.



Our nursery is modern, and purpose built with five separate rooms for different age groups. Each room has its own children's toilets, food area, clothes pegs and storage and children's sleeping areas where appropriate. Each room is larger than the standard requirements and is flexible enough to allow staff to create specific areas within the rooms. Rooms are cleaned at the end of each day and safety and hygiene checks are undertaken regularly.

Upstairs in the building we have the Willow Children's Centre early years offices as well as meeting rooms and training facilities, while on the ground floor we have a multiuse playroom (mainly used for crèches) and the '*Light Bites*' café.

Outside Play Area

We have very spacious outside play areas with plenty of room and lots of equipment. Each of our rooms opens directly onto one of two outside play areas which includes garden areas as well as fixed play equipment, a mud kitchen, sand pit, and so on. We have lots of bikes and ride-on toys as well as facilities for water play, running and jumping and generally letting off steam. We also have use of the Creche playground.

We have areas of the playground that is covered, allowing us to play outside in all weathers – we make sure children have the opportunity to learn about all weathers and will use the playground apart from when there is lightening!

Please make sure your child has a sun hat and sun cream for the hot weather, gloves and hats for the cold and raincoats and wellies for the wet weather. And during hot weather, please make sure you apply sun cream before they arrive. We will re-apply the sun cream you provide during the day, as appropriate.



A Typical Day

The children are in a safe caring environment where they experience a wide range of opportunities through stimulating activities both indoors and outdoors using a selection of resources and materials.

There are many opportunities for developing language through songs, rhymes, storytelling, music, simple games, and Makaton while your child is with us.

Each child is given the stimulation to develop physical, cognitive, and social skills at their own developmental level. We focus on

outdoor activities everyday as children flourish outside and we support our children to develop and learn new skills whilst exploring the outside environment.



Food

It is important that children have balanced diets, nutritionally sound and presented in an attractive manner. Children having meals with us will sit at tables and be supported to develop social skills around eating. Lunches provided by us include a healthy main course, a desert and a drink, all prepared in the on-site '*Lightbites*' café. We charge £2.20 per day for the lunch.



Parents are free to send in a packed lunch for their child which will be kept cool. If you choose to send in a packed lunch, please include a protein/carbohydrate such as a sandwich, roll or wrap as well as fruit and/or vegetables. We would ask that you include no more than one sweet thing, such as a juice/squash drink or snack bar please.

For babies, parents are asked to send in baby food and the child's milk until they are able to eat the meals cooked on site. We can liquidise food for smaller

children if requested.

Children attending between 8 and 8.30 AM are given a modest breakfast, usually cereals and/or toast etc., as well as a drink. For children staying after 4pm, you will need to send a packed tea. You can either send a snack such as a sandwich/yoghurt/fruit or a meal that we can heat depending on whether they are eating with you. Please use an ice pack in your child's lunchbox. If the food will be here for over 4 hours before being eaten, we ask that you label parts that need refrigeration so we can put those in the fridge. We cannot re-heat rice. Please note we cannot accept anything with peanuts because of extreme allergies. We do ask that any food sent in, either for tea or for lunch, is as healthy as possible. Apart from your child's own health, it is very hard on other children if they see some of their friends eating less healthy things!

All children will receive a free cooked meal for their first week at nursery!

It is imperative that we are told of any food (or other) allergies.

Please see attached the latest menu for the nursery meals provided by Lightbites café.

Light Bites Kiddie Kapers Nursery Meals – Spring/Summer 2021

| Daily Planner | Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------|---|--|--|--|---|
| Week 1 | Pasta Carbonara Peas | Fish Fingers Mash Potatoes Baked Beans | Sweet and Sour Noodles Salad Sticks | Vegetable Chilli Rice Sweetcorn | Roast Meat Roast Potatoes Seasonal Vegetables |
| | Homemade Oat Cookie | Ice Cream | Lemon Cake | Milk Jelly | Yoghurt |
| Week 2 | Homemade Pizza Salad | Bolognese Pasta Bake Sweetcorn | Vegetable Jalfrezi Rice Peas | Roast Meat Roast Potatoes Seasonal Vegetable | Homemade Fish Cakes Chunky Wedges Baked Beans |
| | Ice cream | Fruit in Jelly | Homemade Fruit Flapjack | Yoghurt | Fruit Muffin |
| Week 3 | Sausage Casserole Mash Potatoes Sweetcorn | Margherita Pizza Swirl BBQ Beans | Roast Meat Roast Potatoes Seasonal Vegetable | Macaroni Cheese Diced Carrots | Vegetable Frittata Rice Green Vegetables |
| | Homemade Jam Tart | Carrot Cake | Ice Cream | Homemade Fruit Shortbread | Yoghurt |

Toilet, Personal Hygiene, Teeth Cleaning and Sleep Routine.



For children who have not been toilet trained we will support parents in this area. We do need parents to send in nappies, cream and wipes which we will keep specifically for your child. We will also support children in personal hygiene using the toilet, handwashing, teeth cleaning and their sleep routine.

For health and safety reasons we are unable to allow the children to sleep in their buggy, so we ask parents to not bring a buggy into the nursery as sleeping children will be placed in either a cot or a sleep mat, this is for safety reasons and we ask for cooperation in not having buggies in the nursery. In preparation for your child joining the Nursery it will be beneficial to encourage your child to nap in a cot or bed (age dependant). In our Hedgehogs room the children will sleep in a cot but as they move up into our other rooms there is a designated sleep area where they sleep on mattress mats.

Clothing

We encourage children to be as independent as possible and this includes putting on their own shoes, wherever possible. Laces and buckles are very difficult for the children and we encourage parents to choose shoes with Velcro, wherever possible. Children and their clothes will, inevitably, get dirty or wet from time to time, so please do not send them in clothes that you do not wish to ruin. Please send in a complete spare set of clothes for your child as well as warm clothing and sun cream as the children will be outside everyday and only come indoors if weather is extremely bad - just in case, and please make sure everything is marked with their name! Spare clothes and shoes etc. can be left in a bag on your child's peg (no plastic bags allowed)

Jewellery

Children run around and climb, crawl, balance or jump during the day. Jewellery can be dangerous in those situations, either catching on something or perhaps scratching the child themselves or another child. For this reason, we ask that children do not wear any jewellery, other than small stud earrings if their ears are pierced.

Personal Items

We do not recommend you bring in toys or other items from home, unless specially requested for a themed activity, or if, for example, they have been somewhere or done something special and wanted to show the other children. With up to 93 children most days, toys will get lost or damaged and this can often cause upset for the child. If items are brought in from home unfortunately it is not Kiddie Kapers responsibility if they go missing or are broken, however we always do our best to ensure this does not happen.

Sickness or Illness



We have up to 93 children each day and unfortunately infections can spread very quickly. Any child who has, or who develops, an infectious condition or illness **must be kept at home**. This includes conditions such as vomiting, diarrhoea, discharges from eyes, ears or mouth, temperatures and obvious rashes.

The recommendations from the Health Protection Agency for the number of days to keep children away from the nursery for most common conditions are as follows:

- | | |
|----------------------------|--|
| • Chickenpox | usually five days from the onset of rash – spots must all be scabbed over. |
| • German Measles (rubella) | six days from the onset of rash. |
| • Measles | four days from the onset of rash. |
| • Diarrhoea/or vomiting | 48 hours after the last episode of vomiting or diarrhoea. |
| • COVID-19 | 2 weeks – (in line with government regulations) |

We insist on these periods being followed for the benefit of all the children who attend the nursery and are sure parents will understand.

If your child is poorly during a nursery session, the Room Leader will assess the situation. If your child needs to be sent home, we will contact to ask you to collect the child from the nursery at the earliest opportunity.

First Aid and Medication:

Staff are trained in paediatric first aid and, in the event of an accident, your child's needs will be paramount. In the event of a relatively minor accident – perhaps a bump or a fall, or a small cut or graze – staff will deal with this and let parents know at the end of the session, asking you to sign a form. In more serious cases, parents would be contacted straight away. It is important, therefore, that we have up to date contact numbers for parents and anyone else who could help if parents could not be contacted.

Certain medication may be administered by nursery staff, including inhalers and prescription medicine needed for short term or long-term illnesses. If your child needs medication parents must work with us to complete a care plan, recording when and how the medication should be given. We will always tell parents of any medication given and we will ask you to sign our medication sheet to confirm you are aware.

In the event of a child having a raised temperature, for example, if parents have already given permission, we may give your child a single dose of Calpol based on the manufacture's guidance for the age of your child. Please always tell us if you have given your child Calpol or any other medication within four hours of coming to nursery.

It is important that we are told of any health or other issues that may affect your child, as well as any medication.



Transition to School

We work closely with local schools and during children's last year before starting school we arrange visits to their new school and visits by the school's teachers wherever possible. Each child will have their own '*Learning Journey*' which we will give to parents when your child leave the nursery and we would ask parents to pass this on to your child's school when they start. Our older rooms are designed for children in their last year before starting primary school where we try to follow a similar routine to local schools, helping children get used to that structure.

Feedback and Complaints

We actively welcome feedback from parents and others and use this feedback in a positive way to help make sure we provide the highest quality education and care for all our children.

Children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes, and we expect that courtesy and honesty in return.

From time to time, things may go wrong or parents may have concerns. We are committed to dealing with such situations as quickly and as fairly as possible and encourage parents to raise issues initially with the room leader wherever possible.

However, please feel free to speak to your child's Key Person, or to Tracy Wratten the Nursery Manager if you remain unhappy. We will, where appropriate, investigate the concern and respond to you formally.

