

Abigail's Day Nursery

Introduction to our Policies

- Abigail's Day Nursery Policies and Procedures have been developed for the efficient and proper care of our children.
- These policies accurately reflect our philosophy and aims.
- On commencement of employment, staff are given an individual Handbook that outlines their job descriptions along with our policies and procedures. Employees sign a receipt to affirm that they are aware of our Policies and Procedures signed to confirm they have understood.
- Our Policy and Procedures file is freely available for parents/guardians on request.
- Both our own and official-source information on health, safety and related issues are always readily available to staff. These are updated as required by changes in legislation or by changes in our environment or any matters affecting delivery of proper and adequate care to our children.

Abigail's Day Nursery

Accidents and First Aid Policy and Procedure

Accidents can be very distressing for anyone involved, so, at Abigail's Day Nursery we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the nursery.

Location of accident files: Manager's Office.

Reporting of Accidents

- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it on an accident report and discuss it with the Nursery Manager. This should be done as soon as possible following the accident, whilst the details are still clearly remembered. Parents/Guardians must be shown the Accident Report, informed of any first aid treatment given, and asked to sign it as soon as they collect their child.
- Accidents forms are checked monthly for patterns e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the Nursery Manager.
- The Nursery Manager will report serious accidents to the Registered Person for investigation for further action to be taken (e.g.. a full risk assessment and a report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) where required).
- The accident file will be kept for at least 21 years and three months.

- Where medical attention is required, a senior member of staff will notify the parent/guardian as soon as possible, whilst caring for the child appropriately. The Nursery Manager will also inform our insurance company in writing.
- The Nursery Manager will report any accidents of a serious nature to Care and Social Services Inspectorate Wales (CSSIW) where necessary.

If a child needs urgent medical attention:

- If the injury is severe, call for an ambulance immediately DO NOT attempt to transport the sick child in your own vehicle.
- Whilst waiting for the ambulance, contact the parent/guardian and arrange to meet them at the hospital.
- A senior member of staff must accompany the child and collect the Registration forms, relevant medication sheets, medication and the child's comforter. The Nursery Manager or Registered Person must also be informed immediately.
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.

First Aid

The first aid boxes are located in each Playroom, Manager's office, Kitchen

These are accessible at all times with appropriate content for use with children.

Eye Wash Station is located in the Wet Play room.

The burns first aid kit is located in the kitchen.

Emergency first aid procedures are located in all playrooms and the Manager's Office

The appointed person responsible for first aid is Natalie Williams

All staff are trained in paediatric first aid and this training will be updated every three years to ensure this remains current.

All first aid trained staff are listed in each room.

When children are taken on an outing away from our nursery, we will always **ensure** they are accompanied by at least one member of staff who is trained in first aid and who carries an appropriate first aid box at all times.

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids.

PPE is also provided for the handling of chemicals and other tasks. This is chosen according to need and will be regularly reviewed to ensure it is suitable and effective.

Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported.

Dealing with blood

Always take precautions when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood.

- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

The nursery will not necessarily be aware if there is a child on our register carrying Hepatitis or who is HIV Positive.

Needle punctures and sharps injuries

Blood-borne infections may be transmitted to employees who injure themselves with needles, broken glass etc. For this reason, great care must be taken in the collection and disposal of this type of material.

For the safety and well-being of the employees, **ALL NEEDLES, BROKEN GLASS etc, SHOULD BE TREATED AS CONTAMINATED WASTE.** If a needle is found the Local Authority must be contacted to deal with its disposal.

The nursery treats its responsibilities and obligation in respect of health and safety as a priority and will provide ongoing training to all members of staff which reflects best practice and which shall be in line with current health and safety legislation.

Abigail's Day Nursery

Admissions Policy

Statement:

Places are allocated to children on a 'first come first served' basis.

There is no "selection procedure" at Abigail's and no bar is placed upon the admission of children for any reason.

However, priority is given to: -

- existing parents/guardians with a child at Abigail's and who wants extra sessions or a place for a sibling.
- those wanting a full time place.

Settling-in Policy

Statement:

When we accept a child into our care we have the responsibility to help both parents/guardians and children feel secure, happy and comfortable with their carers in their new environment. Abigail's Day Nursery will promote warm relationships, self esteem and confidence for children in a nurturing atmosphere.

Implementation:

- To aid transition into the Nursery setting we will arrange at least three pre-start sessions where children will be integrated gradually into the nursery setting. Parents/guardians will not be charged for these sessions.
- The nursery staff work in partnership with the parents/guardians to settle the children into the nursery environment.
- Once it is agreed that the child is becoming more familiar with the nursery environment the next visit will involve the parent/guardian leaving the child for a short period. This can then be built up until the child is more confident. These are suggestions only. Each child will be very different when being settled into the nursery environment. Some children will settle in more quickly than others. Parents/guardians will know when their child is ready to move on from the *settling-in* process.
- We encourage staff to follow a settling routine to help children who are distressed when being dropped off by their parent/guardian.
- Each child will be allocated a key worker on entry to the Nursery.

Abigail's Day Nursery

Behaviour Management Policy

Statement:

We will provide a secure, loving and stimulating environment which encourages children to co-operate with each other, and enhances their self esteem and develops their ability to interact with others, and where acceptable behaviour is promoted.

Implementation:

- Where a child behaves consistently or frequently in an unacceptable manner, such as bullying or biting another child, Parents/Guardians will be consulted and asked to work with the staff to ensure discipline techniques are consistent and clear.
- Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
- Children will be encouraged to settle their differences in a peaceful manner.
- Staff will demonstrate acceptable behaviour during the course of their interactions with children to encourage positive and responsible behaviour.
- Staff will use voice intonations, facial expressions and explanations as methods of discipline used to encourage desired behaviour.
- Positive behaviours will be encouraged by diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- No child will receive any form of corporal punishment such as being shouted at, smacked, shaken, intimidated, shamed or humiliated.
- There will be no punishment relating to the consumption or deprivation of food and drink, or the wearing of distinctive or inappropriate clothing.
- There will be no punishment for a group of children because of the actions of one child.
- Parents/Guardians who wish to discipline their own children whilst in the Nursery will not at any time use any form of corporal punishment or use unacceptable language.
- Children will be encouraged to walk whilst in the nursery and to use quiet voices whilst talking and playing. Staff and parents/guardians should discourage children from climbing up onto furniture.
- Where necessary, a few minutes sitting away from the group may be chosen to emphasise displeasure of the behaviour. "Sit and Watch" time will be no longer than 2 minutes and the child must sit in the "Sit and Watch" position and observe the children's correct and acceptable behaviour until the nursery staff tells them it is time to resume play. No

further punishment will be given and the child will be reminded in positive terms of the expected behaviour.

- If children consistently display unacceptable behaviour the qualified staff member in the child's room will ensure:

- the expectations of the child's behaviour are realistic and appropriate to their developmental level
- the child understands the limits
- there is no conflict between nursery and home expectations
- the child's needs are being met
- the child has no impediments which may cause the unacceptable behaviour
- the child isn't copying observed behaviour
- events at the nursery have not encouraged the behaviour
- consequences of the behaviour do not encourage the child to persist
- strategies are consistently followed by all staff in contact with the child

- Biting and hitting are normal behaviours in the development of most children, usually caused by lack of verbal communication skills. If a child bites or hits another the following procedures will apply:

- Staff will attend first to the victim to comfort the child and assess their injuries.
- First aid will be applied in accordance with our Accident Policy.
- While attending to the victim (or immediately afterwards) the staff member will talk about the incident with the biter/hitter, explaining the consequences of his/her action, in words they will understand.
- The staff member will show their disapproval for the child's actions using tone of voice and facial expressions, and encourage the child to "help" make the victim feel better through positive and gentle touching.
- The staff member will suggest an alternative action to biting or hitting i.e. tell the child to say "My turn please", and will follow this up by encouraging the biter/hitter to ask for a turn and making sure he/she does have a turn.
- An accident report will be written. Parents/Guardians of victims do not need to know who bit their child.

- A record of what happened will be made including: how the situation arose and why the child bit or hit. This information will help staff to prevent a repeat incident.
 - If biting or hitting is an ongoing concern with a particular child his/her parents/guardians should be informed and strategies developed that are consistent between home and the Nursery.
- The Manager is available to discuss and assist with any concern a parent/guardian may have in respect of their child's behaviour or participation in the program.
 - If the unacceptable behaviour persists the Manager will jointly with the parent seek advice from an appropriate agency or professional.
 - After all of the above policies have been followed and depending on the severity of the behaviour the following steps will apply:
 1. The Manager will write to the parent/guardian asking that they attend to their child's problem. The child will be given reasonable time to respond positively to new strategies and the parent will be supported in this as far as possible.
 2. If there is insufficient improvement in the child's behaviour, in extreme cases, the Nursery Manager will write to the parent/guardian to advise them of this, and to explain that the child's attendance at the nursery is suspended for a period of time in order to give the child time to modify his/her behaviour away from the nursery. After this time the child may return to the nursery and will be given reasonable time to display a positive change in behaviour. If the child does not demonstrate a positive change in behaviour on their return to the nursery, the Manager will write to the parent/guardian to explain that the child's attendance at the nursery will be suspended until such a time as they can reassure us that the behaviour has been corrected.
 - 3 After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Nursery Manager will discuss alternative care with the parent/guardian, in consideration of the health and safety of the other children in our care.

Abigail's Day Nursery

Child Protection

Policy and Procedures

Statement:

At Abigail's Day Nursery the welfare of the child is paramount. All children have the right to protection and safeguarding from abuse of any kind. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately. We acknowledge our responsibility to report any concerns or suspicions of abuse to the relevant authorities.

We also have a responsibility to our employees to defend their right to confidentiality unless allegations of abuse against them are substantiated.

At Abigail's, safeguarding and promoting the welfare of the children is paramount. This includes:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

All our staff have a duty to protect and promote the welfare of the children. We will be providing many hours of care so our staff will often be the first people to sense there is a problem. Our staff may also be the first people in whom children confide about abuse. As a nursery we have a duty to be aware that abuse does occur in our society.

Defining Abuse:

1 Physical Abuse:

Where someone causes injury or harm to a child; this may include: -

- Hitting
- Shaking
- Throwing
- Scalding
- Drowning
- Suffocating

2 Sexual Abuse:

Where a person or persons forces or entices a child to take part in sexual activities; this can include involving children in looking at pornographic material or encouraging children to behave in sexually inappropriate ways.

3 Emotional Abuse:

Where a person, or persons, persistently treats a child in ways that severely affects his or her emotional development. This includes: -

- Making a child feel frightened or in danger
- Making the child feel insecure
- Making the child feel worthless or unloved

4 Neglect:

Where adults fail to meet a child's basic needs that can damage his or her health and development. This includes failing to provide: -

- Food
 - Shelter
 - Clothing
 - Medical Care
- or
- Failing to protect them from harm
 - Leaving a child alone
 - Not sending a child to school

Implementation:

1 Action to be taken by staff if you believe a child may be being abused.

- Stay calm – Don't Overreact – it is extremely unlikely that the child is in immediate danger
- If a child wants to talk to you, give them time and space. Try to do this in private.
- Don't put words into the child's mouth
- Do not make negative comments about the alleged abuser
- Never promise to keep secrets
- Reassure the child, tell them they have done the right thing by telling you, and tell them it is not their fault
- Don't try to deal with the matter yourself

- Write down everything that you have seen or heard. Use the child's own words and write down what you said to the child.
- Don't discuss with colleagues, or anyone else, what has been said
- Don't make a child repeat a story unnecessarily
- Report everything to your designated child protection person
- It is the responsibility of ALL staff to be aware of the possibilities of child abuse.
- It is not for staff to decide whether or not the allegation is true or not
- We are legally bound to report any concerns
- All suspicions and allegations must be taken seriously and dealt with according to this procedure – disciplinary action may be taken against staff if these procedures are not followed
- Once the initial report has been made, the Manager will report the concerns to Social Services or other relevant authorities: We will not hesitate to escalate our concerns to a higher or alternative body if we believe those concerns are not acted upon by the authority to which we initially make our report.

The Duty Social Works Teams, Children and Young People Division:

Contact and Referral Team, Unit 3, Foxes Lane, Oakdale Business Park, Oakdale, Blackwood.NP12 4AB.Tel: 0808 100 1727

Child Protection Office, Fairway Court, Nantgarw. Tel - 01443 827390

2 Dealing with allegations against staff members

- All allegations of abuse, or possible abuse, must be referred to The Nursery Manager immediately
- Allegations will be dealt with on a confidential, individual basis – all staff should be aware that this could lead to immediate suspension from work pending an investigation - this is to protect both the child and staff from further allegations
- An investigation into the allegations will follow: -
The manager will collect information from any witnesses, record this in writing and sign the notes.

The manager will discuss the allegation with the child where possible – voice-recording the conversation in the child's words

The manager will discuss the allegation, and the information gathered, with the child's parents/guardians and decides whether the allegation can be handled within the Nursery setting or whether it should be investigated under the All Wales Child Protection Procedures

- In such cases where the All Wales Child Protection Procedures are to be followed:

The manager will report the issue to the Child protection Co-ordinator in Social Services and the Police

It will be the decision of these two agencies to decide if a strategy meeting is needed

If a strategy meeting is called then the child's parents/guardians and accused staff member must be informed immediately

At all stages of investigation, the accused member of staff has the right to be accompanied to any meetings or discussions by a friend, trade union representative or solicitor, and to receive signed minutes of these meetings

The accused member of staff must be kept informed of procedures and outcomes and arrangements made for support that they may require.

We will always inform CSSIW if there are any allegations of abuse against a member of staff, or in the case of suspected child abuse.

Abigails Day Nursery

Collection of Children

Policy

Children are only allowed to leave the Nursery with their Parent/Guardian or a “Designated Person”, nominated in writing to do so by a Parent/Guardian

The Designated Person must be over the age of 18years.

Procedure:

- Parents/Guardians must inform staff of any changes to normal, planned collection of a child. Staff must be notified verbally or in writing, using the children’s communication book or a letter addressed to the Manager and handed to a member of staff.
- Parents/Guardians must ensure that the instruction is written into the Day Book, so that all staff are made aware of the person who is collecting the child.
- Parents/Guardians must give the Nursery Manager a physical description of the Designated Person who is to collect their child, as well as a password, which the Designated Person must give to staff before the child is released to him/her.
- If we have no written record of any alternative arrangements for collecting a child, the child will not be allowed to leave the premises until the arrangement has been confirmed with a Parent/Guardian.
- **In the event that a child is left uncollected from nursery** at the end of the day or their session, with no contact from a Parent or Guardian, a member of staff will firstly attempt to contact a Parent/Guardian. If we are unable to make contact, the child will remain in our care under our “Child Not Collected” Policy

- In all cases where a child is not collected at the appropriate time, a surcharge of £5 will apply for each additional 15 minutes the child is left in our care.

Abigail's Day Nursery

Complaints Procedure

Statement

Abigail's Day Nursery aims to foster positive relations between all parents/guardians and staff. Every parent/guardian has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day well being of the nursery in a fair, prompt and positive manner.

Implementation:

- Every parent/guardian is provided with clear written guidelines detailing grievance procedures, included in the Parent/Guardian Folder.
- All confidential conversations/discussions with parents/guardians will take place in a quiet area away from children, other parents/guardians and staff who are not involved.
- It is hoped that in the first instance the key matters will be resolved within the nursery setting. If a parent/guardian feels unable or unwilling to raise any issue involving the nursery with the nursery staff then he/she should arrange to see the nursery Manager. The nursery manager will listen to the concerns /complaint and make the appropriate investigations. The manager is there to assist any parent/carer in anyway that she can, so do not hesitate to discuss any issues/queries you may have by raising it in the first instance with a member of staff or the nursery manager.
- A written record will be kept of all concerns/complaints that have been resolved within the Nursery. (daily concerns book kept in rooms for staff to fill in)
- Parents/guardians are reminded that staff have a life away from nursery and any matter arising should be dealt with during working hours only. Complaints relating to the conduct of members of staff should be given in writing before any further action is taken.
- Any complaint made under the complaints procedure will be fully investigated by the nursery manager.
- Confirmation of receipt of complaint will be sent to the complainant within 3 working days.
- The nursery manager will ensure that within 28 days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the person who made the complaint of the action (if any) that is to be taken.
- The Nursery Manager will keep an accurate and detailed record of all complaints, which will include the following information:
 - name of compliant
 - nature of complaint
 - date and time of complaint

- action taken in response to complaint
- result of complaint investigation
- information given to complainant
- Complaints Procedure Parents/Service Users Guide
- If you have a complaint speak to the manager or a member of staff.
- If a parent / guardian is still unsatisfied he / she can then write or speak to:-

Care and social services Inspectorate for Wales

South East Wales

Rhud –y-car

Merthyr Tydfil

CF48 1UZ

Tel – 03000628888

Abigail's Day Nursery

Confidentiality Policy

Abigail's Day Nursery's work with children and their families will bring us into contact with confidential information. It is a legal requirement for the nursery to hold information about the children and families using the nursery and the staff working at the nursery. This information is used for registers, invoices and emergency contacts. However all records will be stored in a locked cabinet in line with Data Protection Legislation.

It is our intention to respect the privacy of children and their families and we will do so by:

- Storing confidential records in a locked filing cabinet.
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery.
- Ensuring that parents/guardians have access to files and records of their own children but not to those of any other child.
- Gaining parental permission for any information to be used other than for the above reasons.
- Ensuring the staff, through their close relationship with both the children and their parents/guardians, learn more about the families using the nursery.
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's/guardian's permission will always be sought.
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality in the role of the key person. If staff breaches any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of the Confidentiality Policy and required to respect it.

- Ensuring staff, students and volunteers are aware of it and follow our Social Networking Policy in relation to confidentiality.
- Ensuring issue concerning the employment of staff remains confidential to the people directly involved in making personnel decisions.
- Ensures any concerns/evidence relating to a child's person safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our Child Protection Policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

Abigail's Day Nursery

Policy on Record-Keeping

Statement:

Abigail's Day Nursery will protect the interests of the children, their parents and our staff by maintaining confidential all records and personal information held by us.

We take seriously our duty to keep safe the information we hold on staff, parents and children. All such records will be stored in a safe and secure manner and not revealed to anyone except those persons and authorities legally entitled to access the information.

Implementation

- All records on staff, children and their families, are kept secure in a locked cabinet.
- During orientation we will provide relevant information to staff and parents about which records are kept and how they will be kept.
- The Registered Person will securely retain records for a period of at least three years after the last date on which the child attended.
- Records about individual children are shared with the child's parents except where this would place the child's welfare at risk.
- Records are always available for inspection by CSSIW.

Abigail's day Nursery

Emergency Closure Policy

We will only close in the most extreme of circumstances. These include:

- Excessive snow
- Flooding
- An outbreak of a communicable disease when advised to do so by the health protection agency.

The nursery will only close if the ratio of staff to children is not within legal requirements.

In the case of closure, we will make every endeavour to contact every parent/guardian by telephone or email and an announcement will be posted on our web site. Parents will also be given information on where to seek advice.

We will carry out a deep clean of the premises and equipment following any outbreak of a communicable disease.

We will liaise with the health protection authorities and the Early Years team in respect of action to be taken

OFSTED will be informed of any closure due to a communicable disease and kept informed of proposed reopening dates.

Abigail's Day Nursery

Healthy Workplace Policy

Abigail's Day Nursery is committed to providing a workplace which supports and encourages a health staff team sharing information, training and family friendly issues.

Dress Code

Staff must follow our dress code at all times. The dress code is detailed in *(please state policy or procedure)*.

Staff Breaks

It is the responsibility of the Nursery Manager to ensure that all staff working five hours or more take a break of 20 minutes, 30 minutes or 60 minutes dependant on their contract and hours worked, and whilst ensuring that ratios are maintained.

Personal Hygiene

- Staff must follow the personal hygiene code at all times, and encourage children to adopt the same good personal hygiene code themselves.
- Hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses and after contact with animals.
- After noses have been wiped, the tissue must be disposed of hygienically and hands should be washed.

Cleaning

Abigail's Day Nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is a vital step to ensure this. The nursery will be cleaned every evening and regular checks will be made in the cloakrooms – these will be cleaned at least daily (more if necessary). The nappy changing facilities will be cleaned after every use, and potties will be cleaned out after each use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

Kitchen

Staff need to be aware of the basic food hygiene standards through appropriate training and this will be reviewed every three years.

- Fridges to be cleaned out weekly.
- Microwave to be cleaned after each use.
- Oven to be cleaned out regularly and recorded.
- Freezers to be cleaned out every three months and recorded.
- All cupboards to be cleaned out monthly.
- Fridge and freezer temperatures must be recorded first thing in the morning by the duty manager/cook and last thing at night.
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened.
- Care must be taken to ensure that food is correctly stored in fridges.
- When re-heating food it should be over 75 degree Celsius, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving.
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately.
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated.
- Surfaces to be cleaned with anti-bacterial spray.
- Only appropriate coloured kitchen cloths to be used. These must be washed daily on a hot wash.
- Windows protected by fly guards to be opened as often as possible.
- All electrical plugs must be pulled out of their sockets at the end of each day and switches switched off where practicable (with the exception of the fridge and freezer).
- Children must NOT enter the kitchen except for supervised cooking activities.
- Door to the kitchen must be kept closed at all times.

Baby Room

- The required number of bottles of formula milk will be made up each morning and stored in the fridge until needed. They will be warmed up to body temperature (37C) and tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drinks safely.
- Following the Department of Health guidelines, we will only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We will not use cooled boiled water reheated.
- Bottles and teats will be thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher).
- Contents of bottles will be disposed of after two hours.
- A designated area is available for mothers who wish to breastfeed their babies or who wish to express milk.
- Labelled mother's breast milk will be stored in the fridge.
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped.
- All dummies will be stored in separate labelled containers to ensure no cross-contamination occurs.
- Sterilisers will be washed out daily.

Nursery

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times.
- Regular toy washing rotas must be established in all rooms and recorded.
- Toys should be washed with sterilising fluid.
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently.
- Staff is requested to use the appropriate coloured mop for the task or area and mop heads should be washed in a separate wash at least weekly.
- Face cloths should be washed on a hot wash after every use and not shared between children.
- Highchairs must be cleaned thoroughly after each use. Straps and reins must be washed weekly or as required.

- Each child should have its own cot sheet which should be changed at the end of the day if it is to be used by another child.
- All surfaces should be kept clean and clutter free.
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor.
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

Staff Room

- It is the responsibility of each member of staff to ensure their staff room is kept clean and tidy.
- Surfaces to be wiped down daily.
- All implements used for lunch or break to be washed and tidied away.

Abigail's Day Nursery

Immunisations Policy

We recognise where possible that children are vaccinated in accordance with their age. If children are not vaccinated, it is the responsibility of the parents/guardians to inform the nursery to ensure that children/staff/parents/guardians are not exposed to any unnecessary risks of any sort. The Nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

Parents/guardians need to be aware that some children may not be vaccinated in the nursery. This may be due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents/guardians..

Information regarding immunisations will be recorded on children's registration documents and should be updated as and when necessary, including when the child reaches the age for the appropriate immunisations.

Staff Vaccinations Policy

It is the responsibility of all staff to ensure that they keep up to date with their vaccinations for:

- Tetanus
- Tuberculosis
- Rubella
- Hepatitis
- Polio

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or Practise Nurse for their own good health.

Emergency Information

Emergency information must be kept for every child and should be updated every six months with regular reminders to parents/guardians in Newsletters and at Parents Evenings.

Abigail's Day Nursery

Late Collection and Non-Collection Policy

Parents/guardians agree an arrival time for collection of their child and we must be informed if collection is to be more than a few minutes later than agreed.

- A parent/guardian must telephone the nursery as soon as possible to advise us of their expected arrival time, or of an arrangement for a *designated person* to collect their child. You should tell us the designated person's identity immediately so we can talk to the child to help to reduce any distress that may be caused to the child by this situation.
- If the designated person is not known to the nursery staff, the parent/guardian must provide a detailed description of this person, including their date of birth if known. The designated person must also give the child's safety password in order for us to release the child into their care.

Where a child has not being collected from nursery after 30 minutes, the following procedure will be initiated by staff:

- The Nursery Manager will be told that a child has not been collected.
- The manager will firstly check our records regarding parent's work patterns or other arrangements.
- If there is no information recorded, the parents/guardians will be contacted on the telephone numbers on our records. If this fails the emergency contacts will then be contacted. The manager will telephone all contact numbers available, every 10 minutes until contact is made. These calls need to be logged on a full incident record.
- In the event of contact not being made within one hour, the Nursery Manager will telephone the Social Services Emergency Duty Team.
- The manager and one other member of staff will stay behind with the child (if it falls outside normal operating hours) until suitable arrangements have been made for the collection of the child. . During normal operating times, staff ratios must be met and planned for accordingly.

- The child's welfare and needs will be our focus at all times, to minimise distress, staff will distract, comfort and reassure the child during the process.
- A fee will be applied in accordance with our terms and Conditions to pay for any additional operational costs that caring for a child outside their normal nursery hours will incur.

Contact:	Telephone:
Social Services Emergency Duty Team	0800 3284432

Abigail's Day Nursery

Lost Child Policy

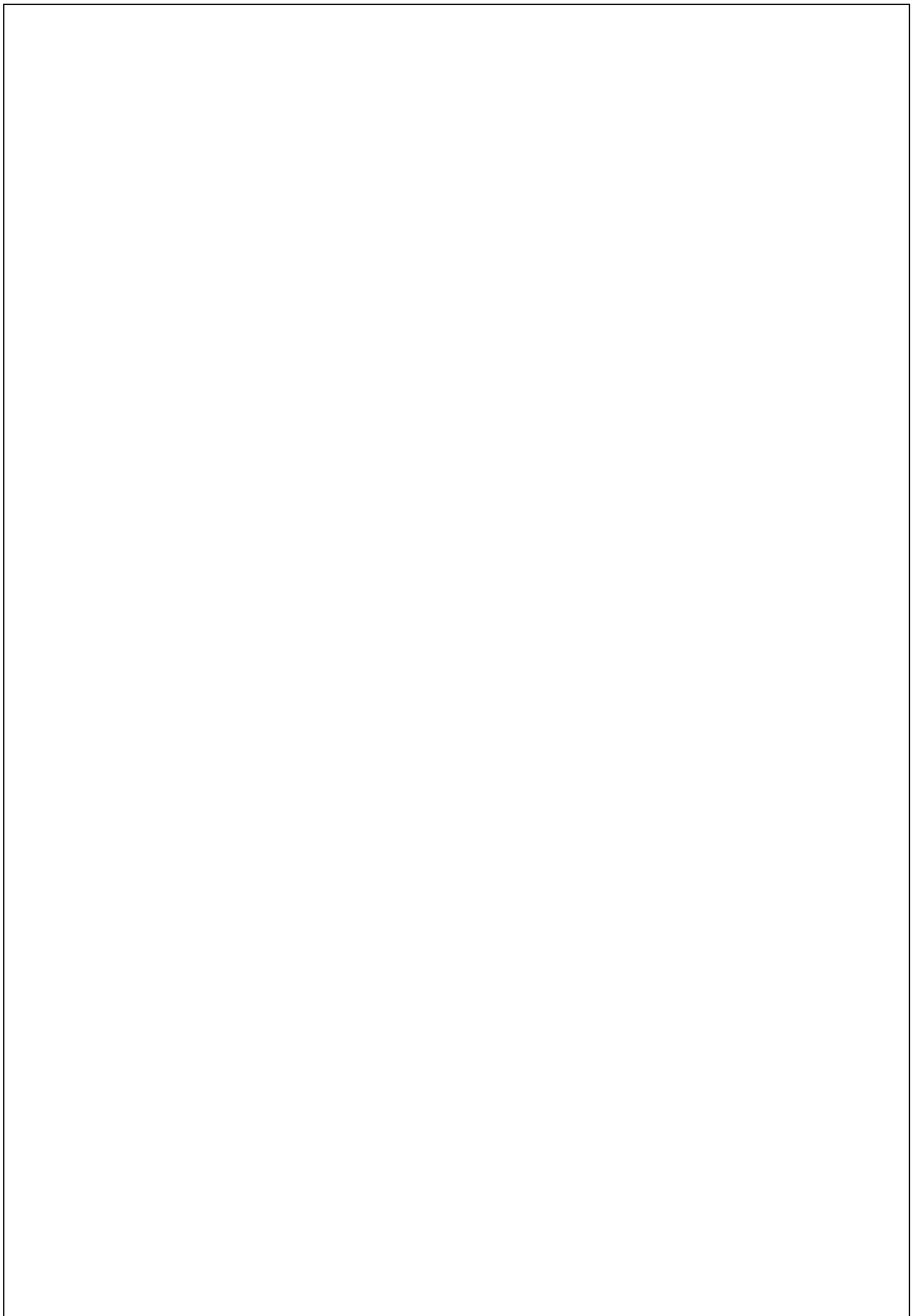
Statement:

Children in our care are secured by a "closed door" policy, ensuring no unauthorised persons can enter the building; all staff have immediate access to a telephone to summon assistance; the grounds are bordered on all sides by a 2.1 metre fence and gates.

Implementation:

In the highly unlikely event that a child/children goes missing from Abigail's, the following procedure will be followed.

- The Manager in Charge will be informed immediately.
- The manager will first check if the child has been signed out of the nursery, and if so by whom.
 - In the event that the child has not been signed out;
 1. A search of the nursery and the immediate area will take place, ensuring at the same time that the building and grounds are secure.
 2. If the child/children have still not been found, then police, the child's parents/guardians and a director of Abigail's will be informed immediately.
 3. The Manager will ensure that staff is available for questioning.
 4. No staff will be allowed to leave until given authority to do so by the police officer in charge.
 5. CSSIW will also be informed.



Abigail's Day Nursery

Policy on the Management of Unwell Children

Statement:

Abigail's Day Nursery will keep in mind our children's health & welfare at all times.

Implementation

- If a child becomes unwell whilst at the Nursery a parent/guardian will be notified and asked to take the child home. The child will be made comfortable and separated from the other children, accompanied by a nursery nurse, until the parent/guardian arrives.
- If the child's parent/guardian is unable to be contacted then the emergency contact person provided on the child's enrolment form will be called.
- If staff are concerned that a child has a high temperature, the parent/guardian/emergency contact will be told and asked for permission to administer the child an appropriate dose of paracetamol. Paracetamol will not be given without written parent authority. Staff will take action to reduce the child's temperature through physical treatments i.e. removing the child's clothing, quietly laying them in a cool place, and encouraging him/her to take cool drinks of water, until the parent/guardian arrives to take their child home. If the child's temperature reaches a critical level the parent will be contacted again and an ambulance will be called.
- The Person in Charge always has the prerogative to call an ambulance or doctor if, in their opinion, urgent medical attention is required. In that instance, every effort will be made to contact the parent or their nominated emergency contact people as soon as possible.
- All illness at the Nursery is recorded in the accident/illness record.
- The parent/guardian will be informed of our Exclusion Policy where appropriate.

Abigail's Day Nursery

Medication Policy

We promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up-to-date.

When dealing with medication of any kind in the nursery, strict guidelines will be followed.

Prescription medication

- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Medicines must be in their original containers
- Those with parental responsibility of any child requiring prescription medication should allow a senior member of staff to have sight of the bottle. The staff member should note the details of the administration on the appropriate form and another member of staff should check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed

2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
3. Parents/guardians should notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
 - The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter
 - The parent/guardian must be asked when the child had last been given the medication before coming to nursery; this information will be recorded on the medication form. Similarly when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's/guardian's signature must be obtained at both times
 - At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
 - If the child refuses to take the appropriate medication then a note will be made on the form.
 - Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response
 - Wherever possible ask parents to request that GPs prescribe the least number of doses per day, i.e. three x daily, rather than four x daily.

Non-Prescription medication

- The nursery will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the nursery providing one specific type of medication should parents wish to use this (medicines containing aspirin will only be given if prescribed by a doctor)
- In the parent/guardian Contract, parents will be asked if they would like to give their permission for Calpol, to be administered in the case of high temperature and if the nursery CANNOT contact the parent/guardian
- If a child does require liquid paracetamol during the day and the parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form. Giving liquid paracetamol will be a last resort and the nursery staff will use other methods first to try and reduce a child's temperature, e.g. remove clothing, fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parent/guardian collects the child
- For any non-prescription cream for skin conditions, prior written permission must be obtained from the parent/guardian and the onus is on the parent/guardian to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the nursery in a condition in which he/she may

require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent/guardian must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form

- As with any kind of medication, staff will ensure that the parent/guardian is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given
- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine
- In the case of medication that may need to be given to a child due to them becoming ill during the day, e.g. liquid paracetamol for temperature reduction, parents/guardians will be contacted as soon as possible to ensure all details are correct and that they agree with the dosage being given.

Staff Medication

The first aid box for staff should be kept in a readily accessible position, but out of reach of the children. First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressing, bandages, and eye pads. No other medical items, such as paracetamol should be kept in the first aid box.

Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children and under supervision at all times. Emergency medication, such as inhalers and epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach and under supervision at all times. Any antibiotics requiring refrigeration must be kept in an area inaccessible to children. All

medications must be in their original containers, legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

Abigail's Day Nursery Mission Statement

At Abigail's Day Nursery we aim to provide a welcoming, secure, happy environment where suitably qualified, dedicated and experienced staff care for children and develop each child's potential and self-confidence.

We shall encourage the children's interests and allow them to build on their natural curiosity, to develop their language skills and mathematical thinking, use their imagination, be creative and enjoy physical play; to develop positive social relationships, and to begin to understand the world around them.

Abigail's Day Nursery will respect and value the diverse cultural and social backgrounds of all our children and their families. We will ensure that all children have equal access to all areas of education and play activities, and not be disadvantaged because of ethnicity, culture, gender, religion, learning difficulties or disabilities, family background, home language or lifestyle.

We will promote positive attitudes to diversity and difference within all children and help them to learn to value different aspects of their own and other people's lives.

Our daily activities, both indoor and outdoor, are based on the 4 themes of "unique child", "positive relationships", "enabling environment" and "physical development", and cover the 6 areas of learning:

1. Personal, social and emotional development
2. Communication, language and literacy
3. Problem solving, reasoning and numeracy
4. Knowledge and understanding of the world
5. Physical development
6. Creative development

By covering these we aim to achieve the following outcomes:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making positive contributions
- Economic well-being

This Mission Statement will guide our decision-making and form the core of our Operational Plan, which will be reviewed regularly and amended according to needs and demands.

Abigail's Day Nursery

Nappy Changing Policy

Abigail's Day Nursery aims to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Babies and toddlers will have their nappies changed according to their individual needs and requirements by the Key Worker wherever possible.

Information will be shared between parents/guardians and key workers about nappy changing and toilet training in a way that suits the parents/guardians.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parents/guardians understand how this works.
- Ensure all staff undertaking nappy changing has suitable enhanced CRB checks.
- Train all staff in the appropriate methods for nappy changing.
- Staff should not change nappies whilst pregnant until a Risk Assessment has been discussed and conducted. Students will only change nappies with the support and close supervision of a qualified member of staff.
- Conduct through inductions for all new staff to ensure they are fully aware of the nursery procedures relating to nappy changing.
- Ensure hygiene procedures are followed appropriately. E.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use.

- Follow up on these procedures through supervision meetings and appraisals to identify any areas of development or further training.
- Working closely with parents is essential for intimate care routines which may require specialist training or support. If a child requires specific support, the nursery will arrange a meeting with the parent/guardian to collect the relevant information to enable staff to care for the child fully and meet their individual needs.
- Ensure all staff has an up-to-date understanding of child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner.
- The management team regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines.
- The nursery conducts regular Risk Assessment on all aspects of the nursery operation and nappy changing is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent/guardian or member of staff has concerns or questions about nappy changing procedures or individual routines please talk to the Nursery Manager at the earliest opportunity.

Abigail's Day Nursery

No Smoking Policy

You are respectfully required to abstain from smoking whilst on the premises. This rule also applies to staff, students, parents, carers, visitors, contractors etc.

Children's health and well-being is of the utmost importance at Abigail's. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings, but neither do we allow smoking **anywhere within the perimeter of the nursery**, including the building, car parks and gardens.

Staff accompanying the children outside the nursery, are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking whilst caring for the children.

Staff must not smoke whilst wearing nursery uniform as it is essential that staff are positive role models to children and promote healthy lifestyle. If any staff chooses to smoke during breaks they are asked to smoke away from the nursery grounds and car parks.

We respect that it is a personal choice to smoke, although as an organisation we support healthy lifestyles and therefore help staff and parents to stop smoking by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline – www.smokefree.nhs.uk
- Offering information regarding products that are available to help stop smoking.
- Offering in-house support.

Abigail's Day Nursery

Door Answering Procedure

- Each member of staff who answers to the door bell must ensure that they close the inner door behind them.
- The person wanting access must be identified before being allowed entry to the nursery beyond the lobby.
- If the person is not identifiable by sight, then relevant checks will need to be carried out.
 1. Ask the name of the person/s
 2. Ask for the password if they are wanting to collect a child.
 3. Establish with the relevant staff member or Nursery Manager that the person has legitimate business at the nursery.
- If a person presents as a delegated individual to collect a child, then the proper procedure must be followed, including the use of the correct password. A parent/guardian **MUST** be contacted, if there is any doubt as to the identity of the individual, or if there is no evidence of consent having been given to the nursery for a delegated individual to collect the child. If the parent/guardian is unable to be contacted, then in the interests and safety of the child, they will remain in the care of the nursery.
- Visitors to the nursery must have a business or valid identification card that staff must check and they must sign in and out of the Visitors Book on arrival and departure.
- Any concerns about persons seeking access must be referred to the Nursery Manager before allowing entry.

Abigail's Day Nursery

Public Interest Disclosure Policy (Whistleblowing)

Introduction

We will, at all times, carry out our activities with the highest standards of integrity and honesty and we expect all employees to maintain the same standards in everything they do. Employees are therefore encouraged to report any wrongdoing by this Organisation, or its employees, that falls short of these principles.

The Public Interest Disclosure Act 1998 protects employees who report wrongdoing within the workplace and it is the aim of this policy to ensure that as far as possible our employees are able to tell us about any wrongdoing at work which they believe has occurred or is likely to occur, without fear of jeopardising their position.

We recognise that employees may not always feel comfortable about discussing their concerns internally, especially if they believe that this Organisation is itself responsible for the wrongdoing.

The aim of this policy is to ensure that employees are confident that they can raise any matter with us that concerns them in the knowledge that it will be taken seriously, treated as confidential, and that no action will be taken against them.

Procedure

1. If appropriate, discuss the matter with a line manager or an assisting employee in the first instance. An informal approach to a line manager or assisting employee will be treated as completely confidential and will not result in any report to anyone within this organisation unless you agree.
2. If the matter requires further investigation, such an investigation will be carried out and you will be informed of the outcome of the investigations and what, if any, action has been taken.
3. If you are unhappy with the speed or conduct of the investigation or the way in which the matter has been resolved, you should refer the matter to another member of management or a director. When they

have investigated your complaint they will tell you the result of the investigation and what, if any, action has been taken.

4. This Organisation undertakes that nobody who makes a bona fide report under this procedure will be subject to any detriment as a result, in accordance with the Employment Rights Act 1996,
5. If it should become clear that the procedure has not been invoked in good faith, for example for malicious reasons or by a person holding a grudge against another employee, this will constitute misconduct and will be dealt with in accordance with the terms of our disciplinary procedure.

Employees who are concerned about any wrongdoing within this organisation is encouraged to avail themselves of the above procedure

We recognise that there may be matters that cannot be dealt with internally and external authorities will need to become involved. Where this is necessary we reserve the right to make such a referral without your consent.

Abigail's Day Nursery

Policy on Children's Self-Esteem

Statement:

Abigail's Day Nursery recognises that staff can play a major role in the maintaining/raising self esteem in the children in our care. Our aim is to make all children feel valued for themselves.

Implementation:

We will:

- ensure that all children are included in group activities at all times.
- encourage the children to share their experiences with each other and with staff.
- display positive images and objects of people in non-stereotypical roles.
- celebrate diversity within the Nursery and use resources that reflect diversity- such as books, dolls and role play.
- help children to appreciate and value themselves and each other.

Abigail's Day Nursery

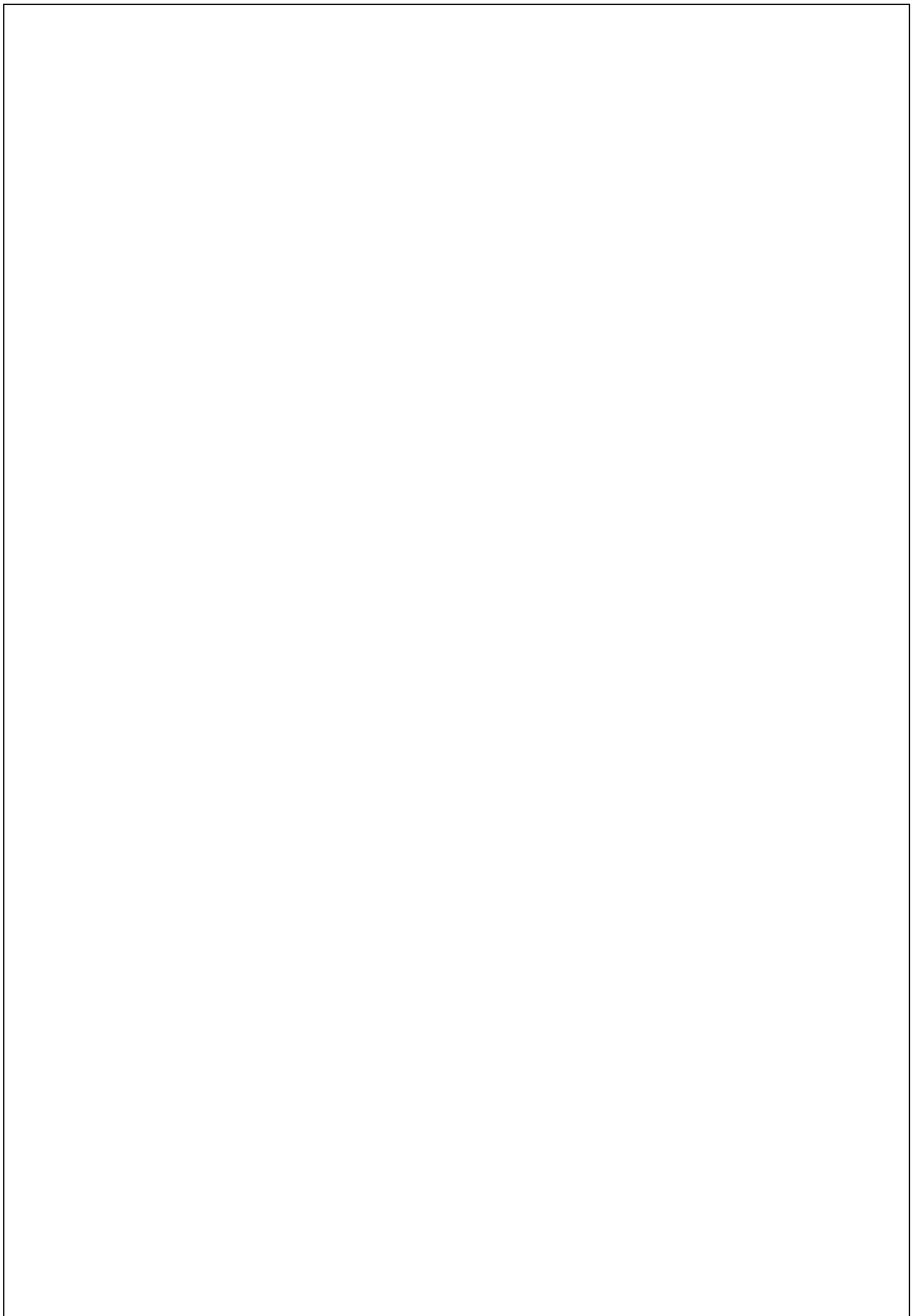
Settling-in Policy

Statement:

When we accept a child into our care we have the responsibility to help both parents/guardians and children feel secure, happy and comfortable with their carers in their new environment. Abigail's Day Nursery will promote warm relationships, self esteem and confidence for children in a nurturing atmosphere.

Implementation:

- To aid transition into the Nursery setting we will arrange at least three pre-start sessions where children will be integrated gradually into the nursery setting. Parents/guardians will not be charged for these sessions. (see transition sheet)
- The nursery staff works in partnership with the parents/guardians to settle the children into the nursery environment.
- Once it is agreed that the child is becoming more familiar with the nursery environment the next visit will involve the parent/guardian leaving the child for a short period. This can then be built up until the child is more confident. These are suggestions only. Each child will be very different when being settled into the nursery environment. Some children will settle in more quickly than others. Parents/guardians will know when their child is ready to move on from the *settling-in* process.
- We encourage staff to follow a settling routine to help children who are distressed when being dropped off by their parent/guardian.
- Each child will be allocated a key worker on entry to the Nursery.



Abigail's Day Nursery Exclusion Periods

The following exclusion periods apply, although the list is not exhaustive.
If Parents/Guardians are in doubt, they should contact the Nursery manager before returning the child to the nursery.

ILLNESS	DESCRIPTION	SIGNS AND SYMPTOMS	CONTAGIOUSNESS	EXCLUSION PERIOD
Chickenpox	Viral infection with blister like rash	Blisters on trunk and face, spreading over the body. Fever and feeling sick.	Extremely contagious	5-10 days from onset of rash until spots have scabbed over. Each case will be treated individually
Common Cold	Viral infection	Temperature, sore throat, runny or stuffy nose and sneezing	The first 24-48 hours	None, only if unwell with temperature
Conjunctivitis	Inflammation of the conjunctiva	Inflamed eye, itching, redness and a discharge of yellow, white or green mucus	Highly contagious	Once medication has controlled discharge from eyes
Diarrhoea and vomiting	Loose stool & vomiting	Usually a temperature and lethargic with diarrhoea or sickness	Extremely contagious Extremely hard to remove from nursery	Until at least 48 hours after the last episode of diarrhoea or vomiting
Diphtheria	Bacterial infection that mainly affects the nose & throat	High temperature, sore throat, breathing difficulties & a grey/white membrane	High contagious	Until doctor has signed a medical certificate of recovery

		developing in the throat		
Food poisoning	Vomiting, diarrhoea, abdominal pain	N/A	Indirect, infectious food or drink	36 hours & no recurring symptoms
Hand, foot and mouth disease	A viral infection, blisters on hands, feet & mouth	Fever, blisters & poor appetite. Runny and sore throat	From first day of blisters until they disappear	Until blisters disappear
Headlice	Human head louse	Lice cause itching and scratching	Can pass through hair touching, bed linen, combs and hats	Hair must be treated and no live infestation
Hepatitis A	Viral liver infection	Fever, joint pain, feeling & being sick. Jaundice, abdominal pain and itchy skin.	Highly contagious	7days after onset of jaundice
Impetigo	Skin infection	Blisters to start, which eventually burst to reveal a wet area or red skin that may weep	Highly contagious	Until lesions are crusted or healed, or 48 hours after treatment
Measles	Day 1 Koplis spots, white inside mouth Day 4 blotchy rash starts on face spreads down body	High fever, fretful, heavy cold running nose and discharge from eyes later cough	Highly contagious	For 5 days after rash appears

Meningitis	Infection of the meninges that surround the brain and spinal cord	Very high fever with cold hands and feet. May feel agitated but not want to be touched. May cry continuously. Some children become sleeps and difficult to wake up. May appear confused and unresponsive. May develop blotchy red rash that does not fade when you roll a glass over it.	Contagious	Until completely recovered
Mumps	Swollen face Viral infection	Pain, swelling of jaw in front of ears, fever, eating and drinking painful	Highly contagious	For 5 days after onset of swollen glands
Ringworm	Red circular patches	Temperature, sore throat, runny or stuffy nose and sneezing	The first 24-48 hours	Until treatment is started
Rubella (German measles)	Slight pink rash starts behind ears and on forehead. (Non itchy) Viral infection	Slight cold, sore throat, mild fever, swollen glands behind ears, pain in small joints	Highly contagious Direct contact	For 5 days after the onset of the rash

Slapped Cheek	Viral Infection	Distinctive bright red rash on cheeks, headaches, high temperature, itchy skin	Highly contagious before rash appears	None - at Manager's discretion
Scabies	A widespread itchy rash. The mite burrows in the outer skin, leaving tracks on skin	The mite is usually found in the finger web, wrists, palm and soles	Highly contagious	Until treated
Scarlet fever	Bright red pinpoint rash over face and body – may peel	Sudden fever, loss of appetite, sore throat, pallor around mouth. 'Strawberry' tongue	Droplet	For 5 days after commencing antibiotics
Threadworms	Tiny parasitic worms that hatch eggs	Itchiness around the anus	Highly contagious	Until treatment is started
Tonsillitis	Very sore throat, fever, headache, aches and pains in back and limbs	N/A	Direct infection	48 hours, with prescribed antibiotics
Tuberculosis	Bacterial infection	Persistent cough for over 3 weeks. Phlegm that may be bloody. High temperature, tiredness, fatigue, loss of appetite.	Highly contagious – air borne	Local NHS Trust will advise on necessary action
Whooping cough (pertussis)	Snuffly cold, slight cough, mild fever	Spasmodic cough, whooping sound, vomiting	Highly contagious	For 5 days after commencing antibiotics

Abigail's Day Nursery

Special Needs Policy

Abigail's Day Nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs

The nursery is fully accessible to wheelchair users and there is a ramp installed at the front of the building. There is also a children's disabled toilet in the nursery.

We are committed to working alongside parents/guardians to enable us to help the child to develop to their full potential

We would encourage parents/guardians of children with special needs to come and speak with us in the first instance, so that we can work together to try and accommodate their child. Unless, after careful consideration, and in the best interests of the child, it is decided we could not accommodate them.

The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of our nursery facilities.

We would also try to find out if any external agencies would offer any support. Wherever reasonable the child with special needs will have full access to the same facilities, activities and play opportunities as their peers.

In such cases where a child may need a one-to-one carer, funding has to be sought by the parents as the nursery is unable to fund one-to-one care.

If a special need is identified after a child has started attending our nursery, we will work closely with their parents/guardians to recognise and discuss any early signs of that child having special needs. With the parents/guardians permission we would consider

support from external agencies and draw up an action plan to help develop the child to their best of their abilities.

The manager will promote the welfare and development of the child in partnership with the parents and other relevant parties.

The Nursery Manager will be the co-coordinator of any special needs provision and will ensure all staff are made aware of it and will organise staff training when necessary to update awareness of special needs.

Abigail's Day Nursery

Statement of Purpose

Statement:

We aim to provide quality and affordable childcare where your child can develop and grow in a fun, happy and stimulating environment. We are an English-speaking nursery but we do encourage the use of Welsh through our everyday activities and assist staff in developing their Welsh language education.

Children are the central focus at 'Abigail's.' They are cared for by a team of friendly and skilled professionals. Our Nursery provides a well balanced program of rest and play in a safe, stimulating and secure 'home from home' setting. We encourage the children to develop their ideas, creativity and feelings naturally and freely. We hope to give your child the best start in life possible and hope that our partnership can offer an enriched experience for all.

Review:

This Statement and associated documentation and procedures will be reviewed at monthly management meetings and changed when deemed appropriate. Any such changes will notified to the Care and Social Services inspectorate for Wales before implementation.

Implementation:

Our nursery is registered with Care and Social Services Inspectorate Wales to care for 65 children aged 0 to 8 years. However, we can also care for a maximum of 8 children who are over 8 years of age.

We provide full wrap-around care with a holiday club and out of school clubs. We also drop off and collect children from schools in the Caerphilly area.

The baby room is split into two areas: The Bunnies group caters for children aged 6 wks to 12 months. The Rabbits area which caters for your child from 1 year to 18 months, when your child is developmentally ready, they will move downstairs into Badgers Room, which caters for children 18 months to 2 years. The Squirrels Room caters for children aged 2 – 3 years. The Owls Room caters for children aged 3 – 5 years.

Abigail's offers a fun and nurturing environment, in which we aim to develop and nurture children's talents regardless of gender, culture, abilities or family background.

In the case of a child being identified as having special needs, wherever possible that child will be catered for in the Nursery. Parents/guardians and other relevant parties will be consulted on all aspects of the child's needs and any reasonable adjustments to the physical environment, facilities, staffing and training will be made to ensure their adequate and appropriate care.

Opening Times: Monday - Friday 7.30 am – 6.00 pm.

Full Day anytime between 7.30 am – 6.00 pm

Half Day 7.30am – 12.00am or 1.00pm – 6.00pm

Pre-School sessions 7.30 am – 9.00 am

After-School sessions 3.00 pm – 6.00 pm

Staff

The Responsible Person, Abigail Harris, is a qualified to a CACHE Level 3 Diploma in Childcare and Education, along with, First Aid at Work Certificate, Paediatric First Aid Certificate, HABC-Level 2 Award in Food Safety (catering), Behaviour Management Certificate and Working Together to Safeguard Children Level 1 Certificate.

The Nursery Manager, Natalie Williams, is qualified to a BTEC HND in Childcare along with First Aid at Work Certificate, Paediatric First Aid Certificate, HABC-Level 2 Award in Food Safety (catering), Child Protection, Makaton and is currently working towards an NVQ Level 5. She has had 15 years' experience working in Childcare, 6 of those have been in a Managerial role.

All members of our team have been reference checked and DBS checked and are either qualified to Level 3 status or above, or are working towards their qualification. They are also certified in First Aid, Child Protection, Manual Handling and Food Safety.

Meals:

The monthly menu of freshly cooked nutritional meals is varied and a copy is displayed at the entrance to our nursery for you to see. We can cater for children with special dietary needs and you are welcome to discuss any special requirements with our cook, prior to your child starting at the nursery.

We provide the following meals:

Full Day Session	Breakfast, Lunch, Tea and Afternoon Snack
Morning Session	Breakfast and Lunch.
Afternoon Session	Tea and Afternoon Snack
Pre-School	Breakfast
After-School	Afternoon Tea

Activities:

Children learn through play, and here at Abigail's we have a wide range of play activities for the children to enjoy and discover.

Each room has a daily plan of activities for the children and are set according to their age and stage of development. Our gardens and outside play areas have a range of equipment and activities available.

All activities are planned taking into account 'Birth to Three Matters' and around the Desirable Learning Outcomes and The Foundation Stage.

Pets

There are no pets at Abigail's at the date of writing this Statement. However, we will keep this under continual review and may at some future time introduce a pet or pets after consultation with parents/guardians and other relevant individuals and organisations.

The Bunnies and Rabbits Groups

The baby room has been divided into two areas: Bunnies Group and Rabbits Group. There is a 'wet play area' where the children are fed and messy activities such as play dough and painting are carried out.

Leading off this room is a quiet and relaxing cot room especially for younger babies.

There is also a separate baby changing room.

In our Bunnies and Rabbits Room we have a wide variety of toys which encourages learning through senses e.g. sounds, touch and movement. All equipment has been purchased with the age and development of the children in mind.

Badgers Group

In our Badgers Group, they begin to learn to role play and develop their concentration through play based activities. There are construction and small world play areas with cars, garage, train set, farm and building blocks. There is a play-centre provided in this room for the children to improve their gross motor skills. Your child will be encouraged to join the older groups for snack times and meal times in order for them to develop their social skills. They will also share the Owls Group *Messy Area* where they can play with sand, water, paint and craft. After lunch, this room is turned into sleep area for all the younger children to relax and have a nap.

Squirrels Group

In our Squirrels Group this room has been especially designed to promote a range of play and learning experiences for this age group. Amongst these, we provide a home corner with dress ups, dolls, and an assortment of role play equipment. In addition to this we provide a 'reading area' where children can relax and enjoy the books.

Owls Group

This is our pre-schoolers group who enjoy 'open access play'. The main focus for this age group is a wide range of pre-school activities, ranging from pencil control to number recognition. Our aim is to prepare the children as much as possible for their transition to school. They are encouraged to learn through play.

The Badgers, Squirrels and Owls Groups all enjoy their meals and snacks in our Dining Rooms which are on the First Floor. Childrens' Toilets, including a disabled toilet, are located on the Ground Floor.

Outdoor Play

We have a wide variety of toys and equipment to encourage the development of children's gross motor skills. We provide outdoor toys suitable for babies, toddlers and older children. We have grassed areas, soft play flooring with climbing frame, swing, slide, etc. and an area for children to ride bikes and tricycles. We also encourage the children to practise their gardening skills, get muddy and have some fun, using the planting areas provided in the garden. There is also a sand box and an outdoor blackboard provided for the children to enjoy.

After-School Care

We provide a pick up and drop off service to local schools. We offer breakfast for children going to school in the morning and snack for those who have been picked up from school in the afternoon. Staff will help with homework and can provide your child with fun activities such as craft making and cooking. We also have a selection of age appropriate toys including a wii and lots of other activities.

Wrap-Around Care:

We provide Wrap-around care for children who attend a part-time nursery class at a local primary school. For example, we could take care of your child from 07.30, give him/her breakfast and take them safely to school at 09.00. We can collect children from school at 11.30 and they could either stay with us until the end of the morning or for the rest of the day. A similar service is available for children attending afternoon school.

Holiday Club

We provide a Holiday Club for children up to 11 years old. We can provide breakfast, lunch and tea.

Availability of Places

We reserve the right to offer places to children on a 'first come first served' basis. Priority is given to those wanting full-time places and to existing parents/carers with a child at Abigail's, who want extra sessions or places for their siblings.

Complaints

Please refer to our Complaints Procedure attached.

Abigail's Day Nursery

Visits and Outings Policy

As part of their learning and development, children at Abigail's Day Nursery will undertake a range of local outings including walks and visits etc. off the premises. Permission will be sought for your child to be included in such outings. Outings and visits are planned to complement and enhance the learning opportunities inside the nursery environment and extend play opportunities for children.

These will be carefully planned and the following guidelines will be followed on all outings from the nursery, whatever the length or destination of the visit.

- We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children.
- A full risk assessment and outing plan will be carried out for each outing and this will be displayed for parents to access. This plan will include details of:
 - The name of the designated person in charge – the outing leader.
 - The name of the place where the visit will take place.
 - The estimated time of departure and arrival.
 - The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size.
 - The equipment needed for the trip i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
 - Staff contact numbers
 - Method of transportation and travel arrangements (including the route)
 - Financial arrangements
 - Emergency procedures
 - The name of the designated first aider and the first aid provision.
 - Links to the child's learning and development needs.

- Written permission will always be obtained from parents/guardians before taking children on trips.
- Appropriate staffing levels for outings depend on how the safety and the individual needs of the children can be assured.
- At least one member of staff will hold a valid and current paediatric first aid certificate.
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required.
- A completed trip register together with all parent/guardian and staff contact numbers will be taken on all outings.
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the Nursery Manager prior to the outing.
- A senior member of staff will carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing.
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform.
- A fully charged mobile phone will be taken as a means of emergency contact.
- In the event of an accident, staff will assess the situation and, if deemed appropriate, the group will return to the nursery immediately and parents/guardians will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as the parents/guardians being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

Use of vehicles for outings:

- All staff members shall inform parents/guardians in advance of any visits or outings involving the transportation of children away from the nursery.
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned.

- All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a log-book of maintenance, repairs and services is maintained.
- The nursery vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover.
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts.
- When we use a minibus, we will check that the driver is over 21 years of age and holds a driving license appropriate for the vehicle.
- When children are being transported, ratios will be maintained.

When planning a trip or outing, using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed before each journey:

- Ensure seat belts, child seats and booster seats are suitable.
- Ensure the maximum seating is not exceeded.
- Children will be accompanied by a registered member of staff.
- No child will be left in a vehicle unattended.
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

In the event of a child being lost, the Lost Child Procedure will be followed and:

- Any incidents or accidents will be recorded in writing
- Care and Social Services Inspectorate Wales (CSSIW) will be contacted and informed.

Abigail's Day Nursery

Our Partnership with Parents and Guardians

Statement:

Parent/Guardian involvement is an essential element of the care at Abigail's Day Nursery. We will ensure that all Parents/Guardians of children in our care have the opportunity to participate in nursery activities and we will keep them fully informed of all matters concerning their children

Implementation:

- Parents/Guardians are welcome to visit the nursery at any time and without prior notice.
- Parents/Guardians will be kept fully informed of their child's development.
- Parents/Guardians will have full access to their child's records. They will also be welcome to discuss their child's development with a staff member at anytime.
- Parents/Guardians will be given a copy of all our Policies and Procedures.
- Parents/Guardians are encouraged to make suggestions with regard to improvements to our facilities, activities, procedures, etc.
- Parents/Guardians may speak with staff members about any aspect of their child's care at any time.
- Any meeting held with Parents/Guardians and/or staff, which results in changes to our Policies or Procedures, will be promptly reported in writing to all parties.
- An Information Pack, detailing operational information and all relevant policies and procedures, will be provided to all families of children attending Abigail's,
- Staff will always welcome Parent/Guardians, as well as their children, and other visitors and callers in a positive and friendly manner.
- The Nursery Manager will, from time to time, organise social events at the nursery in order to encourage the participation of families in nursery life and to maintain open communication with them.