

# Parent Handbook



Nursery Manager – Linsey Bostock

Proprietors: Adrijana Owen & Karen King

[hello@lilangelsnursery.com](mailto:hello@lilangelsnursery.com)

01244811880



### **Our policy is to provide a happy, safe nursery**

Our policy is to provide a happy, warm, secure, and relaxed healthy environment for the children that enter the nursery to grow and thrive until they leave to further their education. This will be achieved by having a wide range of resources both inside and outside in a well-equipped nursery with suitably trained and enthusiastic staff. The food will be varied, well balanced, nutritious, and freshly prepared daily. Special diets or needs will be adhered to.

The nursery will work closely with parents and carers to provide each child with the best care possible that is suitable for their family. This would involve religion or any additional needs requirements.

Communication with all relevant authorities and organisations will be encouraged and sought to make sure that the nursery is run in accordance with all standards of the children's act and of the local authority officers.

As for the staff, to make sure the rights of all employees are upheld from health and safety at work, pay, national insurance, grievance procedures etc. Also, to make sure that they continue to update and further their education and experience.

It is our aim for the future to continue staff training, to change and improve the building to maintain and better the standards required for the nursery. To maintain open communication with the parents, children, authorities, and organisations involved, to provide superior service of childcare to all children that enter the nursery.

### **Parent Partnership policy**

All parents and their children will be welcomed into the nursery.

Our aim will be to provide a friendly, loving home from home environment. The care given is of the highest quality in which your child is placed in a warm, happy, and stimulating environment.

Our aim is to help your child develop their confidence while making new friends, having fun, and learning pre-school educational skills.

Working in childcare, personality counts. All staff are chosen for their love of children as well as experience and professionalism the majority of whom will hold the recognised childcare qualification.

We know that the first few weeks of the nursery are the hardest and a settling-in period is provided for you where you can stay with the child until you are happy leaving them in our care.

Staff will always be available to discuss your child's development and welcome any input you may have regarding the curriculum. Within the nursery, your child will have a key worker who can provide you with a daily progress report if you wish.

### **Our policy on sickness**

It is important that any child who may be suffering from or showing symptoms of diarrhoea, vomiting, or a high temperature should be kept at home until given clearance by a doctor to return to the nursery. Any discharge from the eyes, ears or thrush in the mouth must be treated by a doctor before returning to the nursery. A child should not return to nursery until they have been clear for a period of 48 hours of an infectious disease. All parents will be made aware if a child has been in the nursery and has an infectious disease.

If a child becomes unwell at nursery, we will contact the parent/carer immediately and ask for the child to be collected as soon as it can be arranged, either by the parent or a carer. Every effort will be made to keep the child comfortable and to avoid the child becoming distressed while waiting for collection. If a parent/carer requests the supervisor to administer Calpol then the necessary forms will be filled in and the parent/carer asked to sign upon collection.

**COVID symptoms:** if your child is showing any of the signs and/or symptoms of coronavirus then we will send your child home and will want to see a negative test result before re-entering the setting. This is for the safety of all children, staff, and visitors to the setting. If the test result is negative then your child may come back into the nursery. If the result is positive then we will follow all relevant guidelines.

Please remember the symptoms of coronavirus are loss of taste and or smell, a new continuous cough, and a high temperature. As you are aware we must be very careful and monitor all children closely. If your child has any of these symptoms we will ring you for to collect them, following the guidance given if your child's temperature reaches over 37.8 then a phone call will be made. We are unable to administer Calpol at this time as this could mask any symptoms. We understand that it may be frustrating to receive these phone calls, but we are doing as advised.

### **Policy on child protection**

Staff will be made aware of their responsibility for the protection of the children, and aware of any behavioural or physical changes that may cause them concerns.

It will be our duty to inform social services if we have any concerns if a child is at risk or abused. Abuse includes physical injury or neglect, failure to thrive, and emotional and sexual abuse.

Any member of staff who suspects that a child is being abused must inform the manager immediately, who will then decide the appropriate action.

If the child's protection is causing concern then the council's children's services would be contacted (01352701000) no parental consent is necessary, and if appropriate the child's social worker will be contacted.

If concerns about the child's welfare arise a nursery supervisor will discuss the concerns of staff with the child's parent or carer on how they work together to resolve the problem. If there are any difficulties in progressing then the children's services department will be contacted, and their given advice followed.

The children's protection will always be a priority and all concerns regarding welfare will be properly discussed and recorded.

### **Additional needs and disability**

A child has additional educational needs if they have learning or physical difficulties which need additional support, this is known as additional learning provision. A child with learning difficulties may find it harder to learn than other children of the same age.

A child may have additional learning needs if you notice they have a hard time:

1. With physical activities,
2. Sight, hearing, or speech
3. Mental wellbeing
4. Emotional or behavioural
5. Medical or health difficulty
6. Difficulties with reading, writing or numeracy
7. General difficulties with schoolwork

We will do our very best to provide children with additional learning needs in partnership with parents and relevant parties to promote the welfare and needs of children. These children would be encouraged to participate in all aspects of the nursery day, with opportunities to play and learn alongside others.

### **Policy on behaviour sanctions**

Each child will be treated as an individual and a positive approach to discipline will be operated. Any sanctions will be discussed with the parents. On no account will a child in our care be smacked, shaken, humiliated, intimidated or shamed. Where possible staff will always try and anticipate any problems and intervene at the earliest opportunity. There will be no form of physical intervention other than holding to prevent injury to the child or other children or staff and serious damage to property. Staff will adopt a firm but fair approach to each situation as it arises. Any serious incident will be recorded, and parents informed on the day.

Forms of behaviour not acceptable are.

- Bullying
- Dangerous, hurtful, or offensive to another child.
- Dangerous to the child
- Serious damage to property.

Any concerns will be discussed with parents, and there will be a positive approach to trying to build up the child's self-esteem with praise and rewards for good behaviour.

### **Policy for equal opportunities**

All children within the setting will be treated as an equal and with respect. The management and staff will share equality and anti-discriminatory opportunities with regard to all children. All children and parents are treated with respect, and equal concern and are provided with equal opportunities on admission to the nursery. The environment at the nursery is a multi-racial, non-sexist society. Mealtimes and activities are sensitive to the religious and ethnic needs of the children. Activities that give children a wider knowledge of different cultures and religions are encouraged within the nursery. Both sexes are treated on equal terms as individuals.

The nursery welcomes any children with additional learning needs and will do its best to ensure that the child can participate in every available activity. This ensures the child is not isolated in any way.

### **Policy on food and meals**

All food is prepared daily on the premises we cater for all dietary needs both medical and religious. Menus are displayed in each room. We are a tooth-friendly nursery (we only offer water or milk for the children to drink). Our menus are nutritious and organic. There are seating facilities for all the children to eat their meals.

### **Procedure in the event of a child not being collected.**

In the event of a carer failing to collect a child every effort will be taken by the person in charge to contact that person or any designated persons. If none of these people can be contacted then the emergency personnel as on the admittance form will be contacted. If none of the above can be contacted within one hour then the person in charge will inform the local authority duty, social worker, at county hall Mold and follow their advice accordingly.

### **Clothing and personal property.**

A child's name must be clearly labelled on all clothes and bags. When weather permits children will be taken outside into the garden and for walks please provide appropriate clothing for the time of year. Sun creams must be labelled.

### **Valuables**

When bringing your child to the nursery we request that they have no toys, money, or jewellery as this can distress the child and other children if they are removed. Toys can get broken and small parts choked on if put in the mouth.

### **Car parking**

People who use the car park do so at their own risk. The nursery will accept no responsibility for injury, damage, or loss to people's vehicles and property. When using the car park please keep children under control and safe. We recommend when transporting your child appropriate restraints and seats are used.

## **Complaints**

If for any reason the parent may have a complaint they should approach either management or the room supervisor where this can be dealt with and resolved. If it has not then the complaint can be put in writing to the management where a written answer will be forwarded to the parent within a week. If still not satisfied then CIW can be contacted at:

CIW North Wales Region,

Government Buildings,

Sarn Mynach

Llandudno Junction

LL31 9RZ

Telephone: 0300 7900 126

Email: [ciw@gov.wales](mailto:ciw@gov.wales)

For more information, please contact a member of staff and ask for a copy of the full Concerns, Complaints, and compliments policy.

## **Emergency Procedure**

In the event of an emergency all parents/carers will be contacted, in the case of a fire or everyone needs to exit the setting immediately the children will be removed safely to the designated meeting point on the far side of the car park, if there is a higher risk then we will move all the children to 'Fathers House' across the road, once the children are safe all parents/carers will be contacted, we will keep trying all the numbers you have provided us with until we can find someone to collect your child.

In the event of a child having to go to the hospital, the parent/carer will be called immediately. Most staff are first aid trained and will take care of your child until the ambulance arrives. If the child needs to go to the hospital ASAP then a member of the management team may be able to go with your child in the ambulance with your permission.

**The registration form will be reviewed every 12 months or when circumstances change.**