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Childsplay Nursery, Contents List

Aims and Objectives	3	Shouting Policy	23
Admissions Policy	3	Access and Storage	23-24
Settling in Policy	3-4	Confidentiality	24
Welcoming your Child	4	Mobile Phones and Social Networking	24-25
Safe Environment:	4-5	Cameras and recording Devices	25
-Safety Checks	4	Bereavement	25-26
-Risk Assessments	4	Inclusion and Equality	26-29
-Nursery Maintenance and Cleaning	4-5	-Statement of Intent	26
-Dangerous Substances	5	Non English Speaking	27
-Security	5	Special Educational needs	27
-Hot Drinks and Food	5	Looked after children	28-29
-Staff/child ratio	5	Outings and Walks	29
- Fire Drills	6	Lost Child	30
-Emergency Evacuation	6	Visitor, Volunteer and Student Policy	30
Internet Control	6	Safer Recruitment Policy	30
Unexpected Nursery Closure	6	-Advertising	31
Snow	6-7	-Interview Stage	31
Safeguarding Children/ Child Protection	7	-Starting Work	31
Whistle Blowing policy	7	-Ongoing support and checks	31
Critical Incident	8	Accountability	32
Flood or Fire	8	Complaints, Compliments and Suggestions	32
Abduction or threatened abduction of a child	8	-Complaints procedure	32
Other Incidents	8		
Pets and Animal Safety	9		
Health and Hygiene:	10-13		
-Food and Nutrition	10		
-Outdoor Policy	11		
-Smoke free Policy	11		
-Sun Care Policy	11		
-Sickness	12		
-transporting children to hospital procedure	12		
-use of dummies in the nursery	13		
-Allergies and allergic reactions	13		
-NHS Lothian Diseases Table 2004	14		
-Manual Handling Policy	15		
-Television Policy	15		
Childs Absence Policy	16		
Epidemic/Pandemic Policy	16		
Medication Policy:	16-17		
-Prescription Medication	16-17		
-Non-prescription Medication	17		
-Injections, pessaries, suppositories	17		
-First Aid Boxes	17		
-Storage	17		
Information Sources	18		
Infection Control	18-19		
Accidents	19		
Major Accident	19		
Minor Accident	20		
First Aid	20		
Personal Protective Equipment	20		
Dealing with blood and other bodily fluids	20		
Hand Hygiene	20		
Nappy Changing	21		
Children on Potties	21		
Behaviour Management	21		
When children behave in unacceptable ways	22		
Anti-bullying	22-23		

AIMS AND OBJECTIVES

At Childsplay we aim to provide a safe, happy and secure environment in which your child can learn through play.

It is important to create an excellent relationship between parents and staff to allow the children to move happily between the two caring situations. Our friendly, professional and compassionate staff are there to provide constant support and security for the children in their care. We use the key worker system within the whole nursery and each member of staff has their group of key children for developmental milestones, profiles and parents evenings. To ensure continuity of care, staff members work together sharing relevant information about the child and liaising with the parents.

As the children progress through the nursery, our routine and activities are planned to encourage independence and development. Each member of staff will work as one team whose main aim is to provide the best care and attention to each child as an individual. We set simple rules and boundaries for their safety and encourage the children to follow and understand them.

We encourage outdoor play as much as possible. Our large enclosed garden allows each child to explore the grass and outside activities freely.

ADMISSIONS POLICY

When allocating children a place at the nursery the following is taken into account:-

- Availability of places, taking into account the staff/child ratios, the age of the child and the registration requirements
- The nursery will try to offer a place to brothers/sisters of children who already have a space in the nursery.
- When the application is received. Where possible extra weight is given to those who have been on the waiting list longest.
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent on occupancy and room availability.
- Extenuating circumstances affecting the child's welfare or the welfare of his/her family.
- An application form must be satisfactorily completed.
- We operate an inclusion and equality policy and ensure that all children have access to nursery places and services, where available, irrespective of gender, race, religion or sexual orientation of parents.
- Prior to a child attending nursery, parents must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent, vaccinations etc.

SETTLING-IN POLICY

We aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families.

The nursery staff will work in partnership with parents to settle their child into the nursery environment by:

- Scheduling an initial opportunity for both parent and child to visit the nursery and room for about an hour. This will give the child a chance to explore their surroundings and for parents to familiarise themselves with the room, meet with the staff and discuss your child's care arrangements.
- Planning settling in visits and introductory sessions. These will be provided free of charge over a one or two week period dependent on individual needs, age and stage of development.

- Providing parents with relevant information, e.g. the policies and procedures of the nursery and room handbooks.
- Reassuring parents whose children seem to be taking a long time settling into the nursery.
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences.

WELCOMING YOUR CHILD

When your child arrives at nursery at the start of each session they will be welcomed by a member of staff. This is an opportunity for parents to inform staff of any information they may need relating to their child's care. Children will be taken by a member of staff and then settled in the nursery at an activity of the child's choosing. Parents are asked to inform staff of any changes in collection arrangements i.e. times or who will be collecting the child at the end of the session.

At the end of the session you will receive a verbal handover by a member of staff about your child's nursery day.

SAFE ENVIRONMENT

SAFETY CHECKS

Written checks are carried out by staff on a daily basis on the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas. All staff are constantly aware of the nursery environment and monitor safety at all times.

RISK ASSESSMENTS

The nursery carries out written risk assessments which are reviewed on an annual basis or when circumstances change e.g. a significant piece of equipment is introduced. These cover potential risks to children, staff and visitors at the nursery. All staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the nursery are individually risk assessed. For more details refer to the outings policy.

Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how will this be monitored and checked and by whom?

NURSERY MAINTENANCE AND CLEANING

The Nursery Owner endeavors to ensure that the nursery is kept in a good state of decoration and repair. The Staff at the nursery are trained to inform the Nursery Manager of any repairs that are required. These are noted in the nursery repairs book and it is the responsibility of the Nursery Owner to ensure that arrangements are made to complete these repairs. Staff have a cleaning rota that ensures that all play equipment is kept clean and is well maintained. Equipment that has fallen into a poor state of repair is disposed of immediately. The nursery premises are cleaned on a daily basis by a dedicated cleaner, using special cleaning materials for killing germs and bacteria.

The following safety inspections are carried out on a regular basis using the noted contractors:-

Inspection	Contractor	Duration
Fire Alarms	EPCS	Annually
Fire Appliances	Forth Fire Protection	Annually
Electrical Appliances	Caley Electrical Testing	Annually
Electrical Installation	By Certified Electrician	Every Five Years
Environmental Health	Environmental Health	Annually
Boiler Maintenance	All Systems Go Heating	Annually
Pest Control	Pentland Security	Bi-Monthly
Fire Risk Assessment	Staff	Annually/On-going

DANGEROUS SUBSTANCES

All dangerous substances including chemicals are kept out of children's reach. All substances are kept in their original containers with their original labels attached. Safety Data Sheets (COSHH) and risk assessments are kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles when in use.

SECURITY

The nursery aims to provide a safe, secure and healthy environment for all children staff and visitors to the Nursery.

The nursery door is securely locked at all times and fitted with a code button entry system. You will be informed of the code number when your child has started nursery. However if another person is picking up your or dropping off your child we ask that they ring the doorbell. This is to ensure that the number of people who know the code is kept to a minimum. People entering the nursery must ring a door bell and the identity of the visitor is checked before the door is opened. A formal handover must take place between a staff member and anybody dropping off/picking up from nursery. Children will not be sent home with anyone unknown to the nursery staff unless otherwise agreed with the nursery. All children will be supervised in all areas of the nursery. The outdoor area is fully enclosed and the garden gates remain locked when children are in the garden at nursery. In addition, if any babies are sleeping in the baby garden, the gate remains locked and the key is kept in the baby room. Parents needing access to the buggy shed would need to inform baby staff for assistance. Children are fully supervised at all times within and out with the nursery. Parents are asked to securely close the nursery door when entering and exiting the building.

HOT DRINKS AND FOOD

No hot drinks, hot food, canned drinks, crisps or sweets to be kept or consumed in the nursery rooms.

STAFF:CHILD RATIOS

The nursery will adhere to the following ratios:-

Birth to under 2's	1:3
2's to under 3's	1:5
3 and over	1:8

Where children aged 3 and over attend facilities providing care for a session which is less than a continuous period of four hours in any day the adult:child ration may be 1:10.

FIRE DRILLS

Fire drills will be held every two months. These drills will be carried out at different times of the day to ensure evacuations are possible under different circumstances. During these drills full emergency evacuation procedures will be carried out. New members of staff or any person entering the nursery should be aware of the evacuation procedures. It is the responsibility of the Manager and Staff to ensure that the children know what to do in the event of a fire alarm. The fire alarm will be tested on a monthly basis.

EMERGENCY EVACUATION

Should the fire alarm sound while nursery is in progress the following procedures will be followed:-

- Calmly raise the alarm by breaking the alarm glass and pressing the button.
- Nursery staff will escort all children out of the building, via the safest exit, to the assembly point in the nursery garden.
- One member of nursery staff from each room will take with them the daily register and sign in sheet and the emergency contact lists.
- Another member of staff will check the toilets.
- Where possible close all doors behind you.
- Once all the children have been accounted for at the assembly point we will wait for the all clear before returning to the building.
- The nursery manager will take the phone, children's registration forms folder, staff sign in/out folder & break sheets and the visitor's folder.
- Staff should not return to the building under any circumstances.

If you are arriving to collect your child from nursery and hear the alarm sounding in the building, please do not enter under any circumstances. Your child will have already been safely evacuated. Please wait at the side of the nursery entrance but not blocking access until the all clear is received. Should the emergency prove to be more than a drill, children will be escorted to St Peter's play park and parents will be contacted to collect their child. The sign in sheet is used as a double check and we must avoid the possibility of an unaccounted for child being searched for in dangerous conditions.

INTERNET CONTROL

Children using computers in the nursery will not have unsupervised access to the internet. Programmes installed in the computers are age appropriate and computers are placed in a visible position so that adults can see what is on the screen.

UNEXPECTED NURSERY CLOSURE

Rarely, there has been occasions in which a nursery may need to remain closed or may have to close during the day. Examples of such occasions could be:- heating problems, adverse weather, staffing issues, emergency maintenance. If any of these incidents impact on the ability for the nursery to operate, we will contact parents via phone or email. For emergency closure please see our Critical Incident Policy.

Snow

With the recent changes in winter weather we have adapted our policies to include procedures for dealing with bad snow. If high snow fall is threatened during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact the Care Inspectorate to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

SAFEGUARDING CHILDREN/CHILD PROTECTION

The nursery recognises that children have a right to be protected and that some children and young people today are the victims of child abuse. Accordingly, the nursery has adopted a full and comprehensive child protection document, which is included in the policy and procedures in the entrance hall of the nursery a printed version available to parents on request. All staff are trained in Child Protection. The Child Protection Officer for Childsplay Nursery is Kimberley Morris (Nursery Manager). The Deputy Child Protection Officer is Kerry Stalker (Assistant Manager). If you have suspicions of a child protection issue, you should:-

- Report your concerns immediately to the **MANAGER/DEPUTY MANAGER**, who will act on your behalf in referring allegations or suspicions of neglect or abuse to the statutory authorities.
- If suspicions in anyway involve the manager, then the report should be made to the Owner on 07770 727220 (Laura Doyle).
- Suspicions should not be discussed with anyone other than those nominated above.
- If you have concerns about any children who do not attend the nursery, then you are still welcome to discuss them with the Nursery Manager.

It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies, although we hope that members of nursery staff will use the procedure of this policy. If, however, you feel that the manager has not responded appropriately to your concerns, then it is open to you to contact the relevant organisation directly. We hope by making this statement that we demonstrate the commitment of the nursery to effective child protection. Referral to the Social Services will be made where there is any suspicion that abuse has occurred. If you wish to make a direct referral you can do so to Captains Road Social Work Centre (Mon.-Fri. 9am - 5pm) 0131 529 5300, or Emergency Social Work Services on 0800 713 6969, or the local police station - Corstorphine on 0131 334 4900.

WHISTLE BLOWING POLICY

Any member of staff who has concerns relating to unacceptable practise or behaviour in the nursery are encouraged to raise their concerns with the manager of the nursery. Where the concern relates to the Manager the member of staff should speak to the Nursery Owner. To ensure that this policy is adhered to, and to assure the concern will be taken seriously, Childsplay Nursery will:

- Not allow the person raising the concern be victimised for doing so.
- Treat victimisation of whistle blowers as a serious matter and disciplinary action will be enforced on any once victimising another member of staff.
- Not attempt to conceal evidence of poor unacceptable practise.
- Take disciplinary action if an employee destroys or conceals evidence or poor or unacceptable practice or misconduct.
- Ensure confidentiality clauses in Childsplay Nursery contracts do not forbid or penalise whistle blowing.
- Know who to report to if they wish to raise the matter elsewhere.
- Staff are advised that to leave things unchallenged can be seen as condoning a particular type of behaviour

CRITICAL INCIDENT

At Childsplay nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

Flood

Fire

Burglary

Abduction or threatened abduction of a child

Bomb threat/terrorism attack

Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone or email.

Flood or Fire

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Abduction or threatened abduction of a child

At Childsplay nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.

Children will only be released into the care of a designated adult, see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not enter into any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our legal helpline with regards to any concerns over custody and relay any information back to the parties involved.

Other incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

PETS AND ANIMAL SAFETY

If a child brings a pet from home to visit the nursery as a planned activity, parents of all children who will be in contact or in the same area as the pet must be informed. Written permission must be obtained from parents to ensure no child has an allergy or phobia. A full documented risk assessment needs to be completed prior to the visit and risks analysed before this type of activity is authorised. You should ensure the pet has had all relevant vaccinations, is registered with vets and is child-friendly

Pets should not be allowed near food, dishes, worktops or food preparation areas. Children should wash their hands with soap and water after handling animals, and should be encouraged to not place their hands in their mouths during the activity. The staff will explain the importance of this to the children to enable them to make healthy choices. Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

When arranging an outing to a farm, staff must all be aware of the farm outing checklist:

- A site visit must be made by a senior member of staff before an outing to a farm can be arranged. Check that the farm is well managed, that the grounds and public areas are as clean as possible, and that suitable First Aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- Check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area
- Ensure that there is an adequate number of adults to supervise the children, taking into account the age and stage of development of the children
- Explain to the children that they cannot be allowed to eat or drink anything, including crisps and sweets, or place their hands in their mouths, while touring the farm because of the risk of infection, and the children should be given the reasons for this
- Ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.

During the visit

- If children are in contact with, or feeding animals, warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- Encourage children to leave comforters (e.g. soft toys and blankets) and dummies either at nursery, in the transport used or in a bag carried by a member of staff to ensure cross-contamination is limited
- After contact with animals and particularly before eating and drinking, ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will need to be supervised. Always explain why the children need to do this
- Meals, breaks or snacks should be taken well away from the areas where animals are kept and children should be warned not to eat anything which has fallen on the ground. Any crops produced on the farm should be thoroughly washed in portable water before consumption
- Ensure children do not consume unpasteurised produce, e.g. milk or cheese, or taste animal foodstuffs, such as silage and concentrates
- Manure or slurry presents a particular risk of infection and children should be warned against touching it. If they do touch it, ensure that they thoroughly wash and dry their hands immediately
- Ensure all children, staff and volunteers wash their hands thoroughly before departure
- Ensure footwear and clothing is as free as possible from faecal materials.

The Nursery currently have some fish as nursery pets. These are located in the entrance hall and are in a tank with a filter and lid. These are cleaned out regularly by the staff using the correct protective clothing. Parents are asked not to allow their children to place their hands in the tank at any time.

HEALTH AND HYGIENE

Childsplay Nursery promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults.

FOOD AND NUTRITION

Mealtimes should be a happy, social occasion for children and staff alike. Positive interactions should be shared at these times and enjoyed. Childsplay is committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced lunch and two daily snacks are provided for children attending a full day at the nursery
- Menus will be planned in advance, rotated on a four weekly basis and will reflect cultural diversity and variation. These will be displayed for parents
- The nursery will provide a drink of water or fruit juice at lunch and water or milk at snack. Except under 2's who will be given water with meals.
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings
- Parents and children will be involved in menu planning
- Fresh drinking water will be constantly available and frequently offered to children and babies
- Individual dietary requirements will be respected. We will gather information from parents regarding their children's dietary needs including any allergies. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual diet plan for their child
- Staff will show sensitivity in providing for children's diets and allergies. They would not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff will set a good example and eat with the children and show good table manners. Meal and snack times will be organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children will be encouraged to use their manners and say 'please' and 'thank you' and conversation will be encouraged
- Staff will use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff will support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits will be respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. Children not on special diets will be encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime will be offered food later in the day or a fruit alternative.
- Children who are slow eaters will be given time and not rushed
- Quantities offered will take account of the ages of the children being catered for
- We will promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery will provide parents with daily written records of feeding routines for all children under the age of 2. A record for children over 2 will be posted on the notice board outside each room.
- No child is ever left alone when eating/drinking to ensure that there is no risk of choking.
- We encourage oral hygiene and all children are provided with a tooth brush to brush their teeth after lunch.
- Food is served on high chairs or on tables with separate table covers.
- We follow the Cooksafe procedures of checking storage, cooking and serving food.

OUTDOOR PLAY

- Children will have the opportunity to play in the fresh air throughout the year in the nursery's own outdoor play area.
- A shaded outdoor area will be available and if it is very hot children will only have a limited time outside. During the summer parents are asked to provide the nursery with sunscreen lotion and provide a **named** sunhat (please refer to the sun care policy).
- Staff and children will use the outdoor play area as an extension to the play room and ensure that children utilise the outdoor space as much as possible.
- To ensure that physical development and movement is a part of the daily nursery activities.
- When possible the curriculum will be delivered inside as well as outside.
- Except in the cases of extreme weather, children will still have fresh air time. Please ensure your child has suitable clothing for outside play.
- Please supply the nursery with a pair of wellington boots.
- As part of their adventures and investigations the children can sometimes become dirty. Please do not send your child to nursery in 'good' clothing. If you wish you may supply a waterproof suit which we will change the child into before outside play.

SMOKE FREE POLICY

Children's health and well-being is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with childcare legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

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

Staff accompanying 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 a healthy lifestyle.

SUN CARE

The nursery is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life. Please note that children who do not have their own sun cream will not be permitted to go out into the garden.

The following guidelines are for the prevention and care of children in the sun:

- Children must have a clearly named sun hat which will be worn at all times whilst outside in sunny weather.
- Children must have their own sun cream named and dated with prior written consent for staff to apply.
- Children need light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn.
- Children will always have sun cream applied before going outside in the sun and at frequent intervals during the day.
- Parents will be asked to give written permission to allow members of staff to apply sun cream.
- Staff will use disposable gloves to apply cream. At no time will there only be one member of staff present when doing this.
- Children are offered cooled water more frequently throughout sunny or warm days
- Sun cream which is out of date will be returned to parents and parents will be asked to provide a replacement.

SICKNESS

As the nursery has a high volume of children it is impossible for them not to contract illnesses from each other. If a child is unwell then it is in the best interest of the child to remain at home.

To ensure the best welfare of the children within the nursery, we will observe the following procedures:-

- Should a child become ill during their nursery day, their parents will be contacted and asked to pick up their child as soon as possible. During this time the child will be cared for in a quiet, calm area by a member of staff they are familiar with.
- Should a child arrive at nursery, who is clearly unwell, then the Manager or Acting Manager have the right to refuse admission. This is non-negotiable.
- Should a child have an infectious disease such as eye/ear infection or sickness/diarrhoea then they must be clear of symptoms for at least 24 hours before returning to nursery.
- If a contagious infection is identified within the nursery then parents will be informed to enable them to spot early signs of the illness. Any toys, areas or resources that the ill child may have come into contact with will be thoroughly cleaned and sterilised to reduce the risk of spreading.
- It is vital that we follow the advice of our Health Protection Team and exclude specific contagious infections. Please see below NHS Communicable Diseases Table for more information.
- All medications should be in their original containers 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. When dealing with medicine of any kind

Transporting children to hospital procedure

If the sickness is severe, we will call for an ambulance immediately. WE WILL NOT transport the sick child in nursery staff's own vehicles. Whilst we are waiting for the ambulance, we will contact the parent and arrange to meet them at the hospital. A senior member of staff will accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. The child will remain in the presence of a member of staff at all times until the parent arrives at the Hospital.

USE OF DUMMIES IN NURSERY

At Childsplay Nursery we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be. The overuse of a dummy may restrict these movements from taking place and therefore effect a child language development.

The nursery aims to:

- Discuss the use of dummies with parents as part of babies individual care plans
- Only allow dummies if a child is really upset for comfort (for example if there is problems at home, they are new to the setting) and/or as part of their sleep routine
- Store dummies in individual hygienic dummy boxes labeled with the child's name to prevent cross-contamination with other children

If a dummy or bottle falls on the floor or is picked up by another child, this is cleaned immediately and sterilised where necessary

When discouraging the dummy staff will:

- Have a designated place for the dummies to be stored, which the child will be aware of
- Comfort the child and if age/stage appropriate explain why they are not allowed the dummy in a sensitive and appropriate manner.
- Distract children's attention with other activities and ensure they are settled before leaving them to play.
- Offer other methods of comfort such as toy, teddy or blanket.
- Explain to the child they can have their dummy when they get home or at bed time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways to wean in which the child can be weaned off their dummy (when appropriate).

ALLERGIES AND ALLERGIC REACTIONS

At Childsplay Nursery we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are minimised or where possible prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

- Staff will be made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- Information will be passed on by parents from the registration form regarding allergic reactions and allergies and must be shared with all staff in the nursery
- An allergy register will be kept in the office, all playrooms and kitchen.
- The nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information must then be shared with all staff. A care plan will be formulated for each child with an allergy.
- All food prepared for a child with a specific allergy will be prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. Parents must be informed and it must be recorded on an incident form.
- If this treatment requires specialist treatment, e.g. an epipen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child
- A sick child above all needs their family; therefore every effort should be made to contact a family member as soon as possible
- If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles
- Whilst waiting for the ambulance, we will contact the emergency contact and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and child's comforter
- Staff must remain calm at all times; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance
- All incidents will be recorded, shared and signed by parents at the earliest opportunity.

DISEASE/ILLNESS	EXCLUSION PERIOD	DISEASE/ILLNESS	EXCLUSION PERIOD
Chicken Pox	Until vesicles become dry (approx. 7 days) but a minimum of 5 days after onset of rash	Measles	4 days from onset of rash
Colds	If symptoms are severe (e.g. fever)	Meningococcal Disease	Until clinically recovered
Cold Sores	None, unless secondary bacterial infection (see Impetigo)	Molluscum Contagiosum	None but lesions should be covered if possible
Conjunctivitis	This is extremely contagious and children should not attend nursery until clear for 24 hours	Mumps	Until clinically recovered but not less than 5 days from the onset of symptoms
Diarrhoea	Until clinically recovered and diarrhoea has ceased for 48 hours	Rubella	4 days from onset of rash
Fifth Disease (Slapped - Cheek)	Until clinically recovered	Scabies	Child can return after first treatment
Food Poisoning	Until clinically recovered and diarrhoea has ceased for 48 hours	Scarlet Fever	Until clinically recovered and 24 hours after the commencement of treatment
Glandular Fever	If unwell	Shingles	None if lesions can be covered otherwise for 7 days after the onset of lesions
Hand, Foot and Mouth Disease	None	Threadworms	None but should be treated promptly
Head Lice	Until successfully treated	Vomiting	Until free of symptoms for 48 hours
Impetigo	Until lesions are crusted and dry or until antibiotic treatment for 48 hours	Warts/Verrucas	None if lesions are well covered
Influenza	Until clinically recovered		

MANUAL HANDLING POLICY

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy.

Carrying children

If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting

Do not place the child on your hip; carry them directly in front of you in order to balance their weight equally

Wherever possible, avoid carrying the child a long distance

Where a child is young and is unable to hold onto you, ensure you support them fully within your arms

Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you

If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing

Students and pregnant staff members will not carry children.

Moving the child

Move the feet, keeping the child close to the body

Proceed carefully, making sure that you can see where you are going

Lower the child

Avoid crushing fingers or toes as you put the child down

Make sure that you ensure their safety in this new position

Report any problems immediately, for example, strains and sprains.

Television Policy

At Childsplay Nursery we provide quiet times at which the television may be used. Educational DVD'S may also be used to support a theme/topic. The length of time the television is used for is a maximum of 15-20 minutes for Pre-school and 10-15 minutes for Tweenies. The baby room do not use the television.

CHILD'S ABSENCE POLICY

Where a child is expected to attend nursery and has not appeared in the morning, and where no advance notification has been provided, parents will be contacted by 10.30am for morning sessions and by 2.30pm for afternoon sessions. Such notification will be on the basis of the Nursery held contact information provided by the parents and will be by telephone.

The contact will only be on the first day of an absence, and it will be the responsibility of the parents to notify the Nursery when the child is returning to Nursery. Parents also have the responsibility to ensure that the contact information held by the Nursery is accurate and up to date. It is considered good practice for a parent also to contact the Nursery on the first day of any absence.

For prolonged absences the Nursery Manager/Staff will use their judgment, based on the particular circumstances, as to how often to make check-up calls. As a guide this should be on a twice weekly basis.

EPIDEMIC/PANDEMICS

Should there be an epidemic or pandemic crises (i.e. the recent Swine Flu scare) Childsplay will constantly monitor any advice provided for families with young children. If you are in any doubt about your child's health you should always seek medical advice from your Doctor.

Should there be a crisis Childsplay will try to continue to provide childcare for families. Childsplay will immediately formulate a policy and procedure which will cover all eventualities.

MEDICATION

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

Prescription medication

- Staff will enquire what the medication is for and whether the child should be at home.
- Children must have received at least one dose of medicine at home before being administered at nursery.
- All medicines should be in their original containers with the pharmacist's details and notes attached to show the child's name, dosage needed, the date the prescription was issued and the expiry date.
- Those with parental responsibility should complete a nursery medicine form showing 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.
- 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.
- 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.
- Parents 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 or guardian should be asked when the child had last been given the medication before coming to nursery; this information should 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 signature must be obtained at both times.
- At the time of administering the medicine a 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 should be made on the form.
- Where medication is "essential" or may have side effects, discussion with the parent should take place to establish the appropriate response.
- If any remaining, time or course expired medication will be returned to parents.

Non-prescription medication

- Parents are required to sign a consent form allowing nursery staff to administer the following non-prescription medicines upon joining the nursery - paracetamol, ibuprofen, teething powders, teething gels, homeopathic medication, cough and cold medicines, antihistamines and creams.
- Where possible, parents will be contacted by phone prior to administration of non-prescription medication to check details i.e. dosage etc.
- If a child does require non-prescription medication i.e. paracetamol or ibuprofen 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.
- For any non-prescription cream for skin conditions e.g. Sudocreme, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name.
- The nursery will administer non-prescription medication for a period of no more than three days, 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.
- As with any kind of medication, staff will ensure that the parent is informed on a nursery medicine form of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given.
- Staff will not administer more than the manufacturers recommended dosage.
- Staff will not give medication if guidance shows that the medicine is not suitable for purpose.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, they will not be administered by any member of staff.

First Aid Boxes

First aid boxes 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. The manufacturers information sheet must be included. Medication will be stored in a locked box in the nursery office unless it requires refrigeration in which case it will be kept in a plastic box with a lid in the fridge. All medication will be registered in and out of the nursery by a senior member of staff. 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.

Information sources

- Parents will have the opportunity to discuss health issues with nursery school staff and will have access to information available to the nursery school.
- Childsplay Nursery will maintain links with health visitors and gather health information and advice from the local health authority information services and/or other health agencies.
- Childsplay Nursery will work closely with NHS to promote tooth brushing within the nursery.
- Childsplay Nursery 100% support the work ENHPS and the Working towards Healthier Schools project.

INFECTION CONTROL

Nurseries provide the perfect breeding ground for a whole host of germs because of the close proximity of so many children. The problem is further compounded by the fact that many pre-school children may not have yet developed good hygiene habits or built up immunity against infection. Illnesses that most commonly plague nurseries include coughs and colds, diarrhea and vomiting illnesses, head lice, skin infections such as ring worm and common infections such as chicken pox. The Nursery Manager keeps a brief summary of every child's history of infectious diseases and also immunisations. The Manager should be kept informed if any child has been in contact with any infectious disease. If a child has an infectious disease then the procedures are laid out in the sickness and medication policy.

The best way to prevent a virus or infection from moving around the nursery environment is to maintain the high hygiene standards in the nursery. To do this we will follow the below guidance:

- Ensure all children use tissues when coughing and sneezing to catch all germs.
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands/use anti-bacterial gel once the tissue is disposed of.
- Encourage all children to do the above by discussing the need for good hygiene procedures in helping them to stay healthy.
- Staff will wear all the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately.
- All potties and changing mats are cleaned and sterilised before and after each use.
- Toilets are cleaned on an hourly cleaning rota.
- Staff are to remind children to wash their hands after visiting the toilet, playing outside or being in contact with any animal.
- All toys, equipment and resources will be cleaned on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine.
- All equipment used by babies and toddlers will be washed or cleaned as and when they need it - this includes when the children have placed it in their mouth.
- Dummies will be stored in individual hygienic dummy boxes labeled with the child's name to prevent cross-contamination with other children.
- If a dummy or bottle falls on the floor or is picked up by another child, this is cleaned immediately and sterilised where necessary
- Individual bedding will be used by children, bagged and labeled. This will be washed at least once a week and not used for any other child
- Nappies will be stored in individual boxes with lids and clearly named.
- Parents and visitors will be required to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor.
- All staff and children will be required to wear specific indoor shoes or slippers whilst inside the rooms
- When children are ill we will follow the sick child policy to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious.

- The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery.
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises.
- The nursery will ensure stocks of tissues, hand washing equipment, sterilising fluid and anti-bacterial gel are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

ACCIDENTS

Accidents can be very distressing for anyone involved so at Childsplay Nursery we ensure that 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.

The person responsible for reporting accidents or incidents is the member of staff who witnesses the incident. They must record it on an Accident Report and report it to the nursery manager. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report and asked to sign it as soon as they collect their child.

- Accident forms are checked regularly 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 must report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- Where medical attention is required, a senior member of staff should notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will also inform the insurance company in writing
- The nursery manager will report any accidents requiring medical attention to the Care Inspectorate where necessary.
- Should a child require hospital treatment then we will follow the procedure set out in the Illness Policy.

Major Accident

If a major accident occurs the procedure is as follows:

- At all times the staff must wear protective clothing (disposable gloves and aprons)
- If able to be moved, the child will be taken into the staff room and the Manager is notified.
- She will then assess the situation and decide whether the child needs to go immediately to hospital or whether the child can wait for the parent/carer to arrive.
- If a child needs to go straight to hospital an ambulance will be called. Then the parents/carer will be contacted and arrangements will be made to meet the parent/carer at the hospital, but will not sign for any treatment to be carried out.
- If the child can wait for the parent/carer to arrive, then the parent/carer will be contacted and the child will be made as comfortable as possible and a member of staff will stay with them until the parent/carer arrives. It will then be for the parent/carer to decide whether to go to hospital or not.

Minor Accident

If a minor accident occurs the procedure is as follows:

- At all times staff must wear protective clothing (disposable gloves and apron)
- The child is taken into the staff room or office.
- The injury is assessed by staff and if necessary the Manager is called.
- The injury is then treated.
- The child is then resettled back into the room, and observed.

First aid

- There are first aid boxes and emergency first aid procedures in each room and in the office.
- All staff are first aid qualified and this is renewed every 3 years. The appointed person responsible for first aid is the Nursery Manager.
- 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 care 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 and other bodily fluids

Any spillage of body fluids should be cleaned up immediately with paper towels and an effective disinfectant solution. This should always be done wearing disposable gloves. The paper towels should then be removed safely to a waste bin site. Floor mops used to clean up spillages should be rinsed with hot water and detergent and allowed to dry - a disinfectant may be used. Any contaminated clothing should be removed from the child and given to the parent to take home.

HAND HYGIENE

Regular and effective hand washing among both staff and children is one of the most effective ways of controlling the spread of germs

- All children should be encouraged to cover their mouth when coughing or sneezing
- Hands should always be washed after using the toilet, after dealing with waste/spillages, playing with animals and before eating or handling food
- Warm soapy water and a mild, liquid soap should be used to wash hands
- Hands should be rubbed vigorously to ensure that both sides are properly cleaned, and rinsed under warm, running water
- Hands should then be thoroughly dried with a disposable paper towel
- Hand wash basins and toilets should be kept clean, regularly checked and not used as a source of drinking water
- Children should be encouraged to wash hands thoroughly through the use of a hand washing song.

NAPPY CHANGING

- Nappies should only be changed in the nappy changing area.
- Disposable gloves and plastic aprons should be worn.
- Soiled nappies should be disposed of in the designated nappy bin and should be double bagged.
- The nappy changing mat should be cleaned with a baby wipe and anti bacterial spray after each change, any tears to the changing mat should be reported and it will be replaced. The nappy changing mat will be replaced monthly.
- Staff should wash hands after every nappy change

CHILDREN ON POTTIES

- Potties should only be used in the designated area, the toilet.
- Potties should only be cleaned in the designated sink for cleaning potties.
- Contents of the potty should be flushed down the toilet. The potty should be cleaned with soapy water, anti bacterial spray, dried and stored inverted to allow it to dry.

BEHAVIOUR MANAGEMENT

Our nursery believes that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key worker system enabling staff to build a strong and positive relationship with children and their families

The Nursery Manager will keep up-to-date with legislation and research and support changes to policies and procedures in the nursery; access relevant sources of expertise where required and act as a central information source for all involved; attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. A record will be kept of staff attendance at this training. We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of the nursery. Nursery rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult e.g. hitting or through verbal bullying, will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

When children behave in unacceptable ways:

- Physical punishment such as smacking or shaking will be neither used nor threatened, however it may be necessary to use restraining action in an emergency to prevent personal injury
- Children will not be singled out or humiliated in any way. Staff within the nursery will redirect the children towards alternative activities. Discussions with children will take place eye to eye, respecting their level of understanding and maturity
- Staff will not raise their voices in a threatening way
- In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. For older children it may involve the child being asked to take some "time out" with staff to think about, and chat about what he or she has done wrong. It will also include the child apologising for their actions.
- Parents will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors
- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively
- Confidential records will be kept on any negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs
- Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Anti-bullying

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling. Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong. Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately. At our nursery, staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or "harmless" it may seem

- Staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out
- Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.

Shouting Policy

It is nursery policy not to use raised voices or shout at children. Staff within the nursery fully understand that the behaviour we use reflects and influences the behaviour of the children and we ensure staff are good role models and ensure that they only use appropriate language and behaviour. It is not appropriate to use names such as 'horrible, nasty, etc to the children. We mean what we say, e.g. if we are not allowing them to join in a certain activity we don't go back on our word as this sends confusing signals to them.

Biting Policy

We ask staff to follow these guidelines when a child has been bitten by another child:

- One member of staff will deal with the child who has been bitten and check that the area of skin has not been broken (a cold compress will be applied if required).
- Another member of staff will deal with the child who has bitten the other child and remove them from the activity they are involved in. They will then try to find out why they were biting in the first place (e.g. were they provoked, is it over a toy etc). The staff member will then explain why it is not acceptable behaviour and ask them to apologise to the child they have bitten.
- The manager/ assistant manager will be informed so as to decide whether or not to contact the child's parents. The accident form will then be filled out and both children will have the incident recorded on their daily notes.
- Both sets of parents will be informed at the end of the session and the parent of the bitten child will be asked to sign the accident form.
- If a child who has bitten on a number of occasions a note will be kept of all the incidents and this will be reported back to the parents so they can try to deal with the problem.
- All incidents that happen within the nursery are confidential and cannot be discussed out with the nursery. Staff members are not allowed to name any of the children involved with these incidents.

ACCESS AND STORAGE

We believe that an open access policy is the best way of encouraging participation.

Parents are welcome to view the policies and procedures file, which governs the way in which the nursery works. These can be viewed at any time when the nursery is open, simply by asking the nursery manager or by accessing the file in the entrance hall or on the nursery website.

Parents are also welcome to see and contribute to all the records that are kept on their child; however the nursery will adhere to Data Protection laws.

The nursery ensures that it is registered in regard to data protection and a copy of the certificate can be viewed in the entrance hall. All parent, child and staff information is stored securely according to Data Protection registration including details, permissions, certificates and photographic images.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative

archiving time. Children's All About Me Folders, profiles and/or running records will be sent home with the parent when the child either moves room or leaves the nursery. Children's details, accident, incident, medicine and any other relevant information will be kept in archive for 7 years and three months.

This will be reviewed annually and amended according to any change in law/legislation.

CONFIDENTIALITY

The 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 registration.

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 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, learn more about the families using the nursery.
- 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 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 breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality.
- Ensuring issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions.
- Ensuring any concerns/evidence relating to a child's personal 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 safeguarding children 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.

MOBILE PHONES AND SOCIAL NETWORKING

We believe our staff should be completely attentive during their hours of working, to ensure all children in the nursery receive good quality care and education. This is why mobile phones will not be used during working hours.

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parents using the nursery view the staff.

We therefore ensure that:

- Mobile phones are not turned on during your working hours
- Mobile phones can only be used on a designated break and then this must be away from the children
- Mobile phones should be stored in the staff room at all times during working hours.
- During outings, staff will use mobile phones belonging to the nursery wherever possible. No photographs will be taken of the children on any phones, either personal or nursery-owned.
- Staff will not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the nursery's reputation.
- Staff will not post anything onto social networking sites that would offend any other member of staff or parent using the nursery.

If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal. Parents are asked not to request staff members as 'friends'.

CAMERAS AND RECORDING DEVICES

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior signed permission from each child's parent. This is gained when each child is registered and is updated on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for each different use including, use in the child's learning journey, for display purposes, for promotion materials including our nursery website and brochure and to use in the local press. We ensure that parents understand that their child may also be on another photograph, but not as the primary person, that may be used in another child's learning journey.

If a parent is not happy about one or more of these uses then the nursery will respect their wishes and find alternative ways of recording their child's play or learning. Staff are not permitted to take photographs or recordings of a child on their own devices, to remove photographs or recordings from the nursery and to only use those provided by the nursery. The Manager will monitor all photographs and recordings to ensure that the parent's wishes are adhered to.

Parents are not permitted to use any recording device or camera on the nursery premises without the prior consent of the Manager.

During special events e.g. Christmas parties and shows, all parents will be asked to give permission to allow other parents to use cameras and/or recording devices e.g. Christmas or leaving parties. If all parents consent then parents may use their own equipment, if one (or more) parent does not consent then staff will take photographs for distribution to parents to ensure all photographs taken are in line with parental choice.

BEREAVEMENT

Nursery children and their families may experience grief and loss of close family members or friends whilst with us in the nursery. We understand that this is not only a difficult time for families but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and wants:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand a potential change in behaviour in a child who may be grieving themselves.

- The key person and/or the manager on duty will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation.
- The child may need extra support or one-to-one care during this difficult time, the nursery will adapt their staffing arrangements so they are fully supported by the most appropriate member of staff on duty, preferably the child's key worker.
- The nursery will be flexible wherever possible to adapt the sessions the child and family may need during this time.
- The death of family pets is also an area that children and their families may need support with. We will follow the above procedure wherever it is appropriate to support the child to understand their loss and support their emotions through this time.

INCLUSION AND EQUALITY

Statement of intent

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion/belief, colour, marital status, disability, sexual orientation, ethnic or national origin, or political belief has no place within this nursery.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Manager at the earliest opportunity.

The legal framework for this policy is based on:

- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1986
- Children Act 2004
- Care standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001
- Employment Equality (Age) Regulations 2006
- Disability Discrimination Act 2005
- Equality Act 2006
- The Employment Equality (Religion or Belief) Regulations 2003
- The Employment Equality (Sexual Orientation) Regulations 2003.

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, gender, disability, marital status, race, religion/belief, colour, sexuality, cultural or national origin, or political belief which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care

- Striving to promote equal access to services and projects by taking practical steps, (wherever possible) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information about different ethnic groups, lifestyle choices and people with learning difficulties and/or disabilities
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing childcare practice to ensure the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see separate policy).
- Admissions/service provision
- The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.
- The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

NON ENGLISH SPEAKING

The nursery will welcome children from different ethnical and cultural backgrounds. If a child has English as a second language we will undertake to provide care and support for the child and its family. We will welcome the child and its family into the nursery environment.

SPECIAL EDUCATIONAL NEEDS

The nursery operates a programme of inclusion. All staff are aware that every child has differing needs and abilities, and aim to provide differentiation and required level of support in all activities that are made available as well as free choice activities. Each child will be treated as an individual without discrimination on the basis of ability or needs. Specific attempts will be made to facilitate the inclusion of special needs within the group at all activities

The nursery will ensure that every child is treated fairly. All staff will be made aware that additional support does not always mean a child with a disability. Every child will have their own key worker were he/she can express their feelings freely and equally. If a child is experiencing difficulties through learning, the key worker will do their very best to investigate the needs of each child as an individual. The parents will be kept informed and offered advice from the appropriate field of care. The nursery will encourage other children to understand the concept of additional support through topics and other areas within the nursery. The nursery has a full and comprehensive Additional Support for Learning document which outlines our policy of arrangements.

LOOKED AFTER CHILDREN

Our nursery is committed to providing a welcoming and inclusive quality environment for all children and families.

The description 'looked after' is generally used to describe a child who is looked after by the Local Authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a very small minority in children's homes, looked after by family members or even placed back within the family home.

The legal framework for this policy is underpinned by or supported through:

Childcare Act 2006

Children Act (1989)

Children (Scotland) Act (2002)

Adoption & Children Act (2002)

Children & Young Person Act (2002)

The term 'Looked after child' denotes a child's current legal status; but this term is never used to categorise a child as standing out from others or referred to using acronyms such as LAC.

For young children to get the most out of educational opportunities they need to be settled appropriately with their carer. At Childsplay Nursery we treat each child as an individual. Discussions will take place regarding the length of time the child has been with their carer before they start nursery to distinguish if they have secured a relationship and are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there a number of reasons why a child may go in to care and these reasons may or may not include traumatic experiences or abuse. All practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures and additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported by management at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

The designated person for 'Looked after children' is the nursery manager (Kimberley Morris) and in her absence the assistant manager (Kerry Stalker).

Each child will be allocated a key worker. The key worker and room staff will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker (where applicable).

Regular ongoing practice such as observations will be carried out to build up a picture of the child's interests, and activities will be planned accordingly to support the child's stage of learning and development and interests. This information will be shared with carers as well as any concerns surrounding their developmental stages.

Where necessary a care plan will be developed with carers and professionals.

This will include:

- the child's emotional needs and how they are to be met; how any emotional issues and problems that affect behaviour are to be managed; the child's sense of self, culture, language/s and identity - how this is to be supported;
- the child's need for sociability and friendship;
- the child's interests and abilities and possible learning journey pathway; and

how any special needs will be supported.

In addition the care plan may also consider:

- how information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with whom and how it will be recorded and stored;
- what contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the setting, when, where and what form the contact will take will be discussed and agreed;
- what written reporting is required;
- wherever possible, and where the plan is for the child's return to their home, the birth parent(s) should be involved in planning; and
- with the social worker's agreement, and as part of the plan, the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun-days etc alongside the foster carer.

Where applicable, a Personal Education Plan (PEP) will also be completed for 3-5 year olds in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

Transition to school will be handled sensitively with the key worker and designated 'looked after' person (Kimberley Morris) working together with the child to ensure that this is as smooth as transition as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

Key contact details:

Organisation	Contact Number
Local Authority	0131 200 2000
Safeguarding & Looked After Children's Board - Social Services	Mon.-Fri. 9am - 5pm 0131 529 5300, or Emergency Social Work Services on 0800 713 6969,
SCSWIS, Care Inspectorate	0131 653 4100, 0845 6009527 or Dundee 0845 600 9527

OUTINGS AND WALKS

Sometimes, as part of the Childsplay learning experience we will escort the children on walks or outings. Local walks to the library, shops or park do not require parents to sign a permission slip, however we ask for prior signed permission on your application form. Outings further afield require individual permission. Outings must be arranged in time to ensure these permission slips are signed. A ratio of one adult to two children must be adhered to when taking children aged 3 months - 2 years on an outing, a ratio of one adult to three children must be adhered to when taking children aged 2-3 years and a ratio of one adult to 4 children when taking children aged 3-5 years old. The nursery holds an outings folder in which full outings procedures and risk assessments are held.

Lost Child

Regular head counts are carried out on children throughout the outing. In the extremely unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- The trip leader will be informed immediately and all staff present will be informed and deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout. One member of staff will cover each exit or entrance.
- If appropriate, on-site security will also be informed and a description given
- In the event of a child not being found, the trip leader in charge will immediately inform the police
- The trip leader in charge will then inform the nursery who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- Staff from the nursery will be sent to assist the safe return of the other children where appropriate
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- At least one member of staff will remain at the scene whilst others return to the nursery with the children. This member of staff will continue searching
- The remaining member of staff will meet the police and parents when they arrive at a designated point
- Any incidents must be recorded in writing as soon as practicably possible
- The Care Inspectorate will be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience
- Post-incident risk assessments will be conducted following any incident of this nature to ensure this does not reoccur.

VISITOR, VOLUNTEER AND STUDENT POLICY

The nursery from time to time has volunteers/parents who help out with special activities or outings. A notice will be displayed on the nursery notice board stating who they are, where they are from, what they are doing and how long they are in nursery for. We frequently have fourth year pupils from schools within the Mid/West Lothian districts on work place experience.

A member of staff must accompany visitors in the nursery at all times whilst in the building. The nursery manager must ensure all contractors accessing the nursery whilst children are present are Disclosure Scotland checked and not left alone in any area that children may use. Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitor's Book and accompanied by a member of staff at all times whilst in the building.

The nursery manager is responsible for all students and relief staff receiving information on health and safety in the nursery.

SAFER RECRUITMENT POLICY

At Childsplay nursery we go through a rigorous recruitment procedure aiming to ensure all people working with children are qualified and suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

Advertising

- We use reputable newspapers, websites and the local job centre to advertise for any vacancies

Interview stage

- We shortlist all suitable candidates against a preset specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description and a request for identification prior to the interview
- During the interview the candidate will be marked against a pre-selected list of criteria
- The manager will then decide the most suitable person for this position based on these scores and their knowledge and understanding of the early years framework as well as the needs of the nursery
- Each candidate will receive communication from the nursery stating whether they have been successful or not

Starting work

- The successful candidate will be offered the position subject to at least two references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference (e.g. their GP). These references will be taken up BEFORE employment commences. This will be verbal initially and then followed up with a written reference which will form part of their personnel file
- All new starters will be subject to an enhanced PVG Disclosure Scotland check whether they currently hold an enhanced PVG Disclosure check or not. This will be carried out before the member of staff commences work in the nursery
- All new staff shall be subject to a check of The Scottish Social Service Council (SSSC) professional register or other relevant professional register. If they are not yet registered with SSSC then they will be asked to do so.
- All qualifications will be checked and copies taken for their personnel files
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures, will receive a staff handbook and will spend time in each room
- During their induction period all new staff will receive training on how to safeguard children in their care

Ongoing support and checks

- Every member of staff is asked to confirm their disclosure status every year. All staff are responsible for notifying the manager in person should any circumstances arise that may affect their suitability to work with children. This will include any health concerns or incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager in a reasonable timescale
- All staff are required to be registered with the SSSC:
- All members of staff will update their health checks on an annual basis to ensure management have a good knowledge of any changes in their suitability to care for children
- We operate an open door policy should staff wish to discuss issues with the Manager.
- Each member of staff will receive two meetings a year with the manager, a formal appraisal and a more informal review. This will provide an opportunity for the manager and member of staff to discuss training needs for the following six months as well as discuss their performance in the previous six months against objectives set in the annual performance review.
- The staff receive core training in First Aid, Child Protection as well as ongoing self development courses in key areas.

ACCOUNTABILITY

The Nursery Manager is responsible for the overall supervision and day-to-day management of the nursery. The owner of the nursery, Laura Doyle, is responsible for ensuring that the nursery is run to the highest possible standard and that the nursery continues to meet all current legislation and health and safety laws. When the Nursery Manager is not on nursery premises, the responsibility for the running of the nursery will be with the Assistant Manager or with a delegated Room Supervisor but will always be able to contact either the Manager or the Owner. The name of the person in charge of the nursery at any time can be found posted on the office door.

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. We welcome any suggestions from parents on how we can improve our services, and appreciate your ideas. We have a suggestions/ideas form outside each room for parents to complete, a suggestions box in the entrance hall or just pass on your ideas to a member of staff.

Should anyone need to raise a complaint about any aspect of the nursery, their concern will be taken seriously and investigated by the Manager.

Complaints procedure

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with a member of staff.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be passed to the nursery manager. The manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Care Inspectorate at any time, Stuart House, Eskmills Park, Musselburgh, EH21 7PB. Phone number: 0131 653 4100, 0845 6009527 or Dundee 0845 600 9527. www.careinspectorate.com. Information leaflets on how to complain can be found in the nursery entrance hall.

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. THE CARE INSPECTORATE will have access to this record at any time during visits to ensure actions have been met appropriately.

CHILDSPLAY NURSERY
POLICIES & PROCEDURES 2013

Agreement

The parents/guardians of all children attending the nursery are deemed to have read, understood, and agreed to be bound, these Terms and Conditions when they sign the registration form.

Within our nursery activities we will be covering multi-cultural events such as Easter, Christmas and Hindu Celebration of Light Diwali.

I hereby acknowledge receipt of the current terms and conditions and full policies and procedures of Childsplay Nursery, which I have read and agree to abide by:

Signature _____ Date _____

Print Name _____

Name of Child/Children _____

PLEASE SIGN AND RETURN THIS FORM TO THE NURSERY MANAGER.