

CC'S NURSERY

PARENTS HANDBOOK

(A complete version of the handbook is available as a hard copy for all parents during the registration process)

Updated 2017

CC's Nursery is a very inclusive setting. We welcome all children from all countries and nationalities.

At our nursery every child matters and we aim to support all children to reach their full potential.

CC;s Nursery is carefully designed to that all children's needs are met, in a safe, secure and comfortable environment with a positive and creative atmosphere.

We always promote positive relationships between parents/carers and the nursery staff, respecting and valuing parents' views as the prime carer of their child and involving them in all discussions about their children.

We provide regular meetings to discuss with parents their children's progress.

We reassure you that we always respect and take into account children's individual needs.

OFSTED about us:

“Overall, staff provide an exciting and stimulating environment for children that is well resourced with a range of activities to promote all areas of learning.

Consequently, children develop the skills they need for school.”

“Children feel secure, happy and make effective relationships with others.

Children develop their independence skills well as staff encourage them to put on their own coats and shoes. Children learn about adopting a healthy lifestyle because staff provide healthy, home-made meals and snacks to promote their understanding of nutritional food. Children take part in regular physical exercise.”

“Staff support children's speaking and listening skills well when reading books and encourage children to recall stories. Staff model good language and point to simple objects as they count them. This promotes children's language skills as they learn new words as well as their mathematical development. Staff routinely observe children in their play and make accurate assessments of their capabilities. As a result, staff plan activities that are tailored to children's individual learning needs to ensure they make good progress. Staff keep parents informed about their children's assessments and encourage their contributions, so children have the best possible opportunities to progress.”

“The management team understand and implement the learning and development requirements well and keep children safe. All staff undergo robust recruitment checks to ensure they are suitable to work with children. Risk assessments are thorough and are regularly reviewed by staff, with checks throughout the day so children can explore safely. The management has taken quick and appropriate steps to address all actions and recommendations raised from the previous inspection.”

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CC's Nursery Mission statement

CC's nursery is proud to be a very inclusive setting where every child matters. **Our mission is to meet the individual needs of every child and his/her family. We aim to have happy and comfortable relationships with children and their parents/carers to enable children to reach their full potential in their future life-skills.**

CC's Nursery is carefully designed to ensure that the children's needs are met, in a safe, secure, and comfortable environment, with a positive creative atmosphere. Our staff members are highly regarded and respect the views of parents, carers and children. As a member of our multicultural team you need to treat all children, their parents and all staff members with respect and courtesy at all times.

Our promise to you:

We will promote good relationships between you and the staff, respecting and valuing your views as the prime carer of your child, and involving you in all discussions about your child.

We will hold regular meetings to discuss your child's progress with you and any involved professionals.

We will respect and pay due regards to each child's individual needs taking into account their race, gender, ethnicity, language and disability

We will provide surroundings where every child feels confident, secure and valued as an individual.

Key person system

Children thrive from a base of loving and secure relationships. This is normally provided by a child's parents but it can also be provided by a key person. A key person is a named member of staff with responsibilities for a small group of children who helps those children in the group feel safe and cared for. The role is an important one and an approach set out in the EYFS which is working successfully in settings and in Reception classes. It involves the key person in

responding sensitively to children's feelings and behaviors and meeting emotional needs by giving reassurance, such as when they are new to a setting or class, and supporting the child's well-being. The key person supports physical needs too, helping with issues like nappy changing, toileting and dressing. That person is a familiar figure who is accessible and available as a point of contact for parents and one who builds relationships with the child and parents or carers (Early Year Matters)

Parental Involvement

Parents are encouraged to be involved with the educational program and there are regular meetings between parents and key persons to discuss the children and their progress.

We try to have newsletters and notices available in the community languages so if you are able to help us translate information into your mother tongue please let us know. We produce a newsletter each term and also email you on a weekly basis during term there are any items you would like included, please tell us

Summary of our main and most important policies:

Child Protection Policy

Designated Safeguarding Lead in the nursery is Anna Makowska

CC'S NURSERY CHILD PROTECTION POLICY

Safeguarding and promoting the welfare of children, for the sake of this policy is defined as:

Protecting children from maltreatment

Preventing the impairment of children's health or development

Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.

(Definition taken from the HM Government document 'Working together to safeguard children' 2015).

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development.

At CC's Nursery will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

To this end we will:

Create an environment to encourage children to develop a positive self-image
Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
Provide a safe and secure environment for all children
Always listen to children.

Our nursery has a clear commitment to protecting children and promoting welfare. **Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the manager on duty (or nursery owner or deputy) at the earliest opportunity.**

The legal framework and guidance for this policy is based on:

Children Act 1989 and 2004
Childcare Act 2006
Safeguarding Vulnerable Groups Act 2006
The Statutory Framework for the Early Years Foundation Stage (EYFS) 2014
Working together to safeguard children 2015
What to do if you're worried a child is being abused 2015
Counter-Terrorism and Security Act 2015.
Prevent duty Guidance for England and Wales 2015
Keeping Children Safe in Education 2016

Practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse. The nursery has a duty to be aware that abuse does occur in our society.

This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

Our prime responsibility is the welfare and well-being of all children in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the child.

The nursery aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can

be harmed, including by other children through bullying or discriminatory behaviour

- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures, including through annual safeguarding newsletters and updates
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Enfield **Local** Safeguarding Children Board
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Ensure that children are never placed at risk while in the charge of nursery staff
- Identify changes in staff behaviour and act on these as per the Staff Behaviour Policy
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the nursery premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the **Enfield Local** Safeguarding Children Board.

We will support children by offering reassurance, comfort and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

Designated Team for Child Protection

This team will be the nursery manager Anna Makowska, the deputy manager Antonia and the owner of the nursery Christiana (actively participating in nursery life) Where there are child protection concerns about a child, this Designated Team for Child Protection will take responsibility for referrals to the local authority children services. In the absence of the manager, the deputy or the owner staff member will act as the nursery Designated Lead for Child Protection.

The Designated team for Child Protection is responsible for:

Adhering to the Local Safeguarding Children's Board procedures with regard to referring a child if there are concerns regarding abuse.

Supporting staff in the case of disclosure or suspected abuse of a child.

Keeping written records of all concerns - even if an immediate referral is not made.

Ensure records are kept confidentially, securely and separate from children's other records.

Liaison and joint working with Children's Services and other relevant agencies such as health visitors, social workers and the police.

When should I be concerned about the child?

Signs of possible abuse may include:

- significant changes in children's behaviour; fearful or withdrawn tendencies; aggressive behaviour

*deterioration in children's general well-being; failure to thrive and meet developmental milestones; unaddressed illnesses or injuries.

- unexplained bruising, marks or signs of possible abuse or neglect; or conflicting reports from parents or staff

- children's comments which give cause for concern;

- any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or inappropriate behaviour displayed by other members of staff, or any other person working with the children. For example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

Radicalisation

Further information on types of abuse can be found in attached document:

Definitions of Abuse as stated in "Working Together to Safeguard Children 2015"

Working with Parents

CC's Nursery regards parents or carers as partners in decisions regarding the care of their child at our nurseries and will consult with them as appropriate.

However, in cases of suspected child abuse we are required to follow the LSCB (Local Safeguarding Child Board) procedures and advice. We will be required to consider the immediate risk to the child and may require the nursery to make a referral without the local authority childcare services consulting or informing the parents/carer.

Monitoring children's attendance

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day so the nursery management are able to account for a child's absence.

This should not stop parents taking precious time with their children, but enables children's attendance to be logged so we know the child is safe.

Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by the nursery to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children. We do not allow volunteers to be alone with children or any other adult who may be present in the nursery regardless of whether or not they have a DBS clearance.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will be given contact details for the LADO (local authority designated officer), the local authority children's services team, the Local Safeguarding Children Board (LSCB) and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

We have named persons within the nursery who take lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Co-ordinators (DSCO), there is always at least one designated person on duty during all opening hours of the setting (please see designated team table above).

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year. The nursery DSCO's liaise with the Local Safeguarding Children Board (LSCB) and the local authority children's social care team, undertakes specific training, including a child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

Although, under the EYFS, we are only required to have one designated lead for safeguarding, for best practice and to ensure cover at all times, we have

two/three designated leads in place. This enables safeguarding to stay high on our priorities at all times.

The Designated Safeguarding Lead (DSL) at the nursery is: Anna Makowska. Antonia Saveedes is the deputy designated safeguarding Lead (DDSL) We provide adequate and appropriate staffing resources to meet the needs of all children

Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information

We give staff members, volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live within a household has committed an offence or been involved in an incident that means they are disqualified from working with children (recorded in staff folders)

This information is also stated within every member of staff's contract We request DBS checks on an **annual** basis or we use the DBS update service to re-check (all new DBS checks) staff's criminal history and suitability to work with children

We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so

We ensure we receive at least two written references when a new member of staff commences employment with us

All students will have enhanced DBS checks conducted on them before their placement starts

Volunteers, including students, do not work unsupervised and will have applied for DBS check

We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern

We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children

All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use

As a staff team we will be fully aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery

boundaries such as drones, Pokémon hotspots, strangers lingering. We will ensure the children remain safe at all times

The Staff Behaviour Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy too to ensure any changes are reported to management so we are able to support the individual staff member and ensure the safety and care of the children is not compromised

All staff have access (please see below) to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner

All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support

The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB/ local authority children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the LSCB.

Support to families

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the LSCB with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

Extremism – the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

If you have any concerns discuss them with your Safeguarding Lead

e-Safety

Our nursery is aware of the growth of internet use and the advantages this can bring. However it is also aware of the dangers and strives to support children, staff and families in using the internet safely.

Within the nursery we do this by:

Ensuring we have appropriate antivirus and anti-spyware software on all devices and updating them regularly

Using approved devices to record/photograph in the setting

Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk/)

Ensuring content blockers and filters are on our computers, laptops and any mobile devices

Ensuring content blockers and filters are on our computers, laptops and any mobile devices

Ensure management monitor all internet activities in the setting

Ensuring children are supervised using internet devices

Using tracking software to monitor suitability of internet usage (for older children)

Integrating e-safety into nursery daily practice by discussing computer usage

'rules' deciding together what is safe and what is not safe to do online

Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'

When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them

We encourage staff and families to complete a free online e-safety briefing which can be found at <http://moodle.ndna.org.uk/>

Our nursery has a clear commitment to protecting children and promoting welfare. 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 and the owner and the deputy manager person at the earliest opportunity.

Camera, mobiles and recording devices

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written 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 cameras, mobiles or other devices and only use those provided by the nursery. The nursery 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 (including those on mobile phones) on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case individual permission will be asked for each child before this event. This will ensure all photographs taken are in line with parental choice.

Part 5: 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 and to ensure children's safety at all times. This is why mobile phones are not to 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.

Staff must adhere to the following:

Mobile phones are not to be 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 safely in staff lockers at all times during the hours of your working day

During outings, staff will use mobile phones belonging to the nursery wherever possible. **Photographs must not be taken of the children on any phones, either personal or nursery owned**

Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the nursery's reputation and safety of the children

Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery

If staff choose to allow parents to view their page on social networking sites then this relationship must remain professional at all times

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 and visitors use of mobile phones

The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations

which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

Allegations against staff is included in a complete version of the policy a hard copy and includes procedure for the nursery to report all allegations against staff to LADO (Local Authority Designated Officer)

Staff Training and Supervision

CC's Nursery will ensure that all staff members receive training and support in child protection as part of their induction, 1:1's and supervision, so they are confident to recognize abuse and can comply with child protection policies and procedures.

Those who are part of the Designated Team for Child Protection will attend local authority safeguarding training as well as Advanced Child Protection training every two years, or more frequently if there is a legislative update. Effective supervision is part of a number of approaches available to support the wellbeing and professional development staff working with young children in CC's Nursery. Working with young children in group day care is a rewarding job that can be physically and emotionally demanding. The support that staff receive helps them in their day to day work of keeping children safe, happy and secure. Supervision helps support staff in managing the emotional challenges and uncertainties that can arise when working with young children.

Provision of Supervision at CC's Nursery

All staff, including agency staff, are able to request a supervision meeting with their line manager. A supervision session may also be advised by a line manager.

The need and frequency for a supervision meeting will vary depending on the individual's needs however, regular supervision meetings should be provided during the induction and probation period for new or transferring staff.

The expectation is that supervision meetings are held in person.

A written record of each supervision meeting must be kept and signed off using the CC's Nursery staff supervision record sheets. The top copy is to be kept in the staff members office file and the bottom copy is for the staff member to keep.

Training and support resources are available for managers to ensure effective implementation of the supervision policy.

Reviewed on 19.07.2017

Reviewed by Anna Makowska

Medication Policy

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

We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

Medication prescribed by a doctor, dentist, nurse or pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Medicines must be in their original containers
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
- 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 must 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 written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information 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 senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
 - If the child refuses to take the appropriate medication then a note will be made on the form
 - Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-prescription medication (*these will not usually be administered*)

- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought-only in emergency situations when a child gets temperature in the nursery.
- 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
- On registration, parents will be asked if they would like to fill out a medication form to consent to their child being given a specific type of liquid paracetamol or anti-histamine in particular circumstances such as an increase in the child's temperature or a wasp or bee sting. This form will state the dose to be given, the circumstances in which this can be given e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the nursery CANNOT contact the parent
- An emergency nursery supply of fever relief (e.g Calpol) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day the nursery will make every attempt to contact the child's parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form. Giving non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms, e.g. for an increase in temperature the nursery will remove clothing, use fanning,

- tepid cooling with a wet flannel. The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent (one-off) and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
 - If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
 - As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given
 - The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

Staff medication

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or too unwell to meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy. If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability they must inform their manager and seek medical advice. The manager or manager on duty will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the staff room or nursery room where staff may need easy access to the medication such as an asthma inhaler. In all cases it must be stored out of reach of the children. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children.

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.

Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

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

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>04.01.2017</i>	<i>Anna Makowska</i>	<i>Jan 2018</i>

3. Our Equality Policy

As a new member of our team we would like you to read and adopt the same views and values we are committed to in our Equality policy.

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 or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, 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 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, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity 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 and reasonable) 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
- 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 dealing with discriminatory behaviour 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.

4. Supervision of children Policy

Children's safety in our setting is primary. Therefore, as a new member of staff you must ensure you fully understand following procedures:

Whether children are in or out of the building, they must be supervised at all times

Be aware that children can drown in only a few centimeters of water; children must be fully supervised at all times when using water play/paddling pools

Special care should be taken when children are using large apparatus e.g. climbing frame, and when walking up or down steps/stairs

A member of staff must supervise large outdoor play equipment at all times
When outdoors, staff must be aware of any dangers relating to bushes, shrubs and plants

Children must be supervised at all times when eating, toddlers and babies should be closely monitored. Babies will **never** be left alone with a bottle and will always be bottle fed by a member of staff

Children must be carefully supervised when using scissors

Children must be carefully supervised when using knives for cooking activities

During outings staff/child ratios will be increased to ensure supervision and safety (please refer to Outings policy)

If the nursery has hired a bouncy castle for the day then **STRICT** safety guidelines should be followed as laid down by the hiring company. A member of staff **MUST** supervise the children at all times.

5. No Smoking Policy

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

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

6. Children being collected by emergency contacts

All parents agree an approximate arrival time at the nursery and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation
- Asking a designated person (emergency contact) to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation
- If the designated person (emergency contact) is not known to the nursery staff the parent must provide a

detailed description of this person, including their date of birth, telephone number where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time 1.5 hour has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager if a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times

7. Door being answered

For every new member of staff it is difficult to recognize all parents/carers who come to drop or collect their children. Therefore, before letting anyone in you are asked to wait for the senior member of staff to confirm the person's identity. Strangers, visitors or guests of the nursery will be asked to stay outside while the senior member of staff deals with their query by videophone. The senior member of staff will decide if she would meet them in front of the door (and locking the door behind her). The booked visits will be dealt only by the Manager or Manager on duty.

8. How the nursery supports sick children

At **CC's nursery** we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers.

Our procedures

In order to take appropriate action of children who become ill and to minimise the spread of infection we implement the following procedures:

If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key person, wherever possible

We follow the guidance given to us by Public Health England (formerly the Health Protection Agency) in Guidance on Infection Control in Schools and other Child Care Settings and advice from our local health protection unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery.

Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We notify Ofsted as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with food poisoning. We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection

We exclude all children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell) This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics (also because of any allergic reaction that might occur)

We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is **non-negotiable**

We make information/posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager will contact the Infection Control (IC) Nurse for their area. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate

support will be given. We will follow all guidance given and notify any of the appropriate authorities including Ofsted if necessary.

Transporting children to hospital procedure

The nursery manager/staff member must:

Call for an ambulance immediately if the sickness is severe. DO NOT attempt to transport the sick child in your own vehicle

Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital

Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together

Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter

Inform a member of the management team immediately

Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>04.01.2017</i>	<i>Anna Makowska</i>	<i>Jan 2018</i>

9. Health and Safety Policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children are cared for and learn. We provide information, training and supervision to meet this purpose and we wish to develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out within this policy and sufficient resources will be made available to honour our commitment.

The policy will be kept up-to-date, particularly as the nursery changes in nature and size and will be revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces

Establish and maintain safe working procedures amongst staff and children

Make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances

Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery, to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training

Maintain a healthy and safe nursery and safe entry and exit from it

Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery

Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation

Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments

Maintain a safe environment for those with disabilities and ensure all areas of the nursery are accessible (wherever practicable)

Provide a safe environment for students or trainees to learn in

Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate responses by the management.

We believe the risks in the nursery environment to be low and we will maintain the maximum protection for children, staff and parents. The nursery will:

Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times

Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action

Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out

Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and especially children

Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate

Prohibit smoking on the nursery premises
Prohibit any contractor from working on the premises without prior discussion with the officer in charge
Prohibit running inside the premises unless in designated areas
Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
Wear protective clothing when cooking or serving food
Prohibit certain foods, e.g. peanuts are not allowed in the nursery
Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
Ensure children are supervised at all times
Ensure no student is left unsupervised at any time.

Responsibilities

Responsibility for Health and Safety in the nursery is that of Anna Makowska

The manager has overall and final responsibility for this policy being carried out at:

CC's Nursery
St. Michael at Bows
Palmerston Road
N22 8QX

The deputy nursery manager will be responsible in his/her absence.

All employees have the responsibility to co-operate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the senior member of staff in the area.

Daily contact, monthly staff meetings (health and safety meetings during staff meetings) provide consultation between management and employees, this will include health and safety matters.

Dangerous substances

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles.

Hot drinks and food

Hot drinks should only be consumed in the kitchen. No canned drinks, sweets or crisps are to be kept or consumed in the nursery rooms.

Room temperatures

Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times and recorded on the appropriate sheet. There is a thermometer in each room to ensure this is monitored

Staff must always be aware of the dangers of babies and young children being too warm or too cold

Temperatures should not fall below 18°C in the baby rooms and 16°C in all other areas

Where fans are being used to cool rooms, great care must be taken with regard to their positioning.

Water supplies

A fresh drinking supply is available and accessible to all children, staff and visitors

All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

10. Nappy changing Procedure

As a new member of staff you will be introduced to the procedures and techniques required during nappy changing.

Prepare **items needed** for a nappy change:

disinfected nappy change mat/nappy changing unit
steps if needed

nappies and wipes

spare clothes

disposable gloves and aprons

nappy sacks

labeled cream and check if a child has permission to apply it if necessary)

antibacterial spray

paper towels

changing unit bin with yellow bag

Procedure:

Gather all necessary items before each nappy change (please see list above)
Wash and dry your hands
Put on gloves and apron. You should use a new set of gloves and apron (if soiled) for each nappy change
Place the child on a nappy changing mat or, if using steps, support the child if necessary to climb up the steps.
Remove the child's clothing to access the nappy. Remove the nappy and place it inside the nappy sack.
If the child's clothes are soiled, you should bag them separately and send them home. You should not rinse them hand. Always wear personal protective equipment (disposable gloves, disposable aprons) when you are handling soiled linen.
Using the wipes, clean the child from front to back and place the used wipes in the nappy sack. Tie the nappy sack and put it in a bin.
Put on a clean nappy and apply cream if necessary (each child must have labeled cream and permission from parents to use it if necessary). Take off the gloves and apron and put it in a changing unit bin. Dress the child.
Help the child to wash their hands if necessary using liquid soap, warm water and paper towels.
Wash your hands necessary using liquid soap, warm water and paper towels.
Take the child back to the room.
Return to the nappy changing area and using anti bacterial spray and paper towels clean the changing mat, surrounding area and underneath the mat and the press opening bin button before leaving to dry and then wash and dry your hands.

The following information has been taken from the Health Protection Agency Guidance on Infection Control in Schools and Early Years Settings

11. Behaviour Management Policy

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

Have a named person who has overall responsibility for issues concerning behaviour.

The named person Anna along with each room leader 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. biting, 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 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. It may involve

the child being asked to talk and think about what he/she has done. It may 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 recognize that bullying, fighting, hurting and discriminatory comments are not acceptable behavior. We want children to recognize 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 behavior 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 behavior :

Staff are encouraged to ensure that all children feel safe, happy and secure
Staff are encouraged to recognize that active physical aggression in the early years is part of the child's development and that it should be channeled 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.

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

All our policies are available on request. The policy and procedures folder is located in the office.

Nutrition's and Mealtimes Policy

At CC's Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

A balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at the nursery

Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parents to view

We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colorings

Menus include at least 5 servings of fresh fruit and vegetables per day

Parents and children are involved in menu planning

Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated

Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate

we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child

We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate an adult will sit with children during meals to ensure safety and minimize risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods

Staff show sensitivity in providing for children's diets and allergies. They do 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 set a good example and eat with the children and show good table manners. Meal and snack times are organized so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged

Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves

Staff 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 are 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. If a child does not finish his/her first course, he/she will still be given a helping of dessert

Children not on special diets are encouraged to eat a small piece of everything

Children who refuse to eat at the mealtime are offered food later in the day

Children are given time to eat at their own pace and not rushed

Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children

We promote positive attitudes to healthy eating through play opportunities and discussions

The nursery provides parents with daily written records of feeding routines for all children under one (above one on parents request)

No child is ever left alone when eating/drinking to minimize the risk of choking

We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favorite story, becoming a special helper, playing a party game, dancing and/or singing their favorite song

We do allow parents to bring in cakes on special occasions. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure

All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.

This policy was adopted on	Signed on behalf of the nursery	Date for review
12.01.2017	<i>Anna Makowska</i>	01.2018

Prices & Information

Opening Hours

Monday-Friday: 8am-6pm

Session Times and Prices

Full Day Care (8am-6pm) £58.00

Morning Session (8am-1pm) £38.00

Afternoon Session (1pm-6pm) £38.00

As CC's nursery is a pre-school we welcome children who are entitled to their 15/30 hours a week government funding to take their sessions here. We also accept childcare vouchers that you may be offered from your work place, and any other help and support you may be entitled to.

We are happy to say that the majority of our custom is from referrals. We have a referral program whereby if an existing parent recommends us to somebody else and they join the nursery we offer £50 off of your next invoice.