



Gracie Drew
Private Nursery

Policies & Procedures

Completed by Tamsin Beattie with support from NDNA
7th October 2015

- Behaviour Management -

At Gracie Drew Private Nursery we understand that every child is unique, every child views the world differently and every child processes their own thoughts and feeling in an individual way, therefore we fully appreciate that every child behaves and responds to situations in their own way and it is our job to support, guide and work in partnership with the every family.

There are many ways that children exhibit behaviour that may hurt, upset or is not suitable for group environments such as -

*hitting, pushing, name calling, excluding, biting,
riskier play i.e. jumping off furniture or climbing trees.*

It is important that families are aware that exhibiting behaviour is not abnormal and that most children will go through stages at different ages, so please do not worry, the Gracie Drew Team are here to support.

At Gracie Drew's **we will not** -

use the naughty step
have time out
exclude children
raise our voices

At Gracie Drew's **we will** -

chat with the child
use distraction
introduce new activities
have quiet time
go outside
go for a walk

If at any time we are concerned about a child's behaviour we will always work closely with the family to develop a plan of action to ensure continuity at home and nursery.

As Gracie Drew's is a very small nursery we may on very exceptional occasions, where interventions fail and where danger to other children and their safety cannot be assured, we may have to make the difficult decision of asking the families to remove the child from the setting.

Date	7th October 2015	Manager Sign	Rachael Boyle
Review Date	October 2016		

- Children's Information -

Before a child starts their journey at Gracie Drew's a 'Children's Information Pack' must be fully completed, this will include all relevant information which must be obtained according to Scottish Statutory Instruments.

Every care setting in Scotland must keep up to date files for every child registered which must be checked and if required updated at least every **6 months**. A meeting with the nursery will also be arranged at this point.

Getting it Right for Every Child states -

"The wellbeing of children and young people is at the heart of Getting it right for every child. The approach uses eight areas of wellbeing in which children and young people need to progress in order to do well now and in the future. "

The eight areas of wellbeing are as follows -

Safe
Healthy
Achieving
Nurtured
Active
Respected
Responsible
Included

Therefore at Gracie Drew's we incorporate the eight areas of wellbeing to ensure we can actively support each child to flourish and develop whilst in our care. Each question relates to one or more of the eight wellbeing areas.

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- Child Protection -

At Gracie Drew Private Nursery we follow the guidelines set out in the **Dumfries and Galloway Child Protection Policy - Schools, Pre School and and Primary Pupils 2013.**

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- Complaints -

At Gracie Drew Private Nursery we will do our utmost to ensure all of your expectations are met. However if at any time you feel otherwise we will fully accept any complaints. The following complaints procedure will be followed -

- A meeting will be arranged at a convenient time to discuss the complaint. This will be arranged within 48 hours where it is hoped that we can resolve the issues to your satisfaction. We will document this for our own records and for Social Care and Social Work Improvement Scotland purposes.
- If the issue cannot be resolved after a full investigation and discussion and you are not satisfied with outcome you will be asked to send a written complaint.
- A written response within 7 working days outlining measures taken to rectify the cause of the complaint where applicable and any action taken.
- A copy of this will be sent to Social Care and Social Work Improvement Scotland.

Please note it is your right to go directly to the Social Care and Social Work Improvement Scotland in confidence to discuss any concerns or complaints you feel unable to discuss. Their address is as follows -

**The Care Inspectorate
Solway House
Dumfries Enterprise Park
Tinwald Downs Road
Dumfries
DG1 3SJ
TEL: 01387 734880**

Gracie Drew's also understands the importance of children voicing their own thoughts and complaints and actively support and follow the report **"Together we can fix it"** by Scotland's Commissioner for Children and Young People. Through group time and discussion we will document each child's thoughts or complaints and act upon them appropriately.

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- Confidentiality -

To ensure that all those using and working at Gracie Drew Private Nursery can do so with confidence, we will respect confidentiality in the following areas -

- Parents/carer will have access to files and records of their own child - but not any other children.
- The Gracie Drew Team will not discuss individual children with people other than the parents/carers of that child.
- Information given by parents/carers to the Gracie Drew Team will not be passed on to third parties.
- Personnel issues will remain confidential to the people involved.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file.
- Comply with all requirements of the Data Protection Act 1998
- Duty of care to the child may override the duty of confidentiality, and in such cases we will pass appropriate information to other agencies.

All staff have agreed to abide by this policy.

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- Data Protection -

Gracie Drew Private Nursery is required to process relevant personal data as part of its operation and shall take all reasonable steps to do so in accordance with this policy. Processing may include obtaining, recording, holding, disposing, destroying or otherwise using data. Gracie Drew's all endeavour to ensure that all personal data is processed in compliance with this policy and the principles of the Data Protection Act 1998.

Any information which falls within the definition of personal data and is not otherwise exempted will remain confidential and will only be disclosed to third parties with the consent of the appropriate individual or under the terms of this policy.

Gracie Drew's may from time to time be required to process sensitive personal data regarding a child in our care. We will share this data where there is a legal obligation to do so such as in a child procession investigation.

The following must be adhered to at all times:

- Children's records must be kept in a locked cupboard or cabinet at all times
- The Gracie Drew Team only have access to child data that is required to be used for the safety of the child, for example emergency contact numbers, care plan information etc.
- No personal records must be removed from Gracie Drew's unless authorised by the nursery manager, for example staff must not take records home.
- Record sharing can only take place with either the parents' consent or on the authority of the Safeguarding Team.
- Any documentation that needs to be destroyed must be shredded.
- Documents that are required to be retained must be stored in a lockable cabinet.

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- Emergency Closure -

At Gracie Drew Private Nursery the safety and welfare of all the children and staff are paramount. An unexpected closure should only happen under exceptional circumstances, when there is no means of having enough staff to run the nursery effectively or when the children's safety cannot be guaranteed for another reason, such as an unsafe premises or an epidemic/pandemic.

In the event of Gracie Drew's having to close, the following would take place:

Rachael Boyle and Tamsin Boyle (Senior and Junior Partners) would confer.

Staff would be contacted.

All parents/carers would be contacted via telephone or email.

A notice would be displayed outside

A message would be posted on the Gracie Drew Facebook page.

After the event, a letter would be given to parents explaining the reasons for closure.

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- Equal Opportunities -

Gracie Drew Private Nursery recognise the promotion of equal opportunities and responsibilities under **The Race Relations Act 1976, The Sex Discrimination Act 1975** and **The Disability and Equality Act 2010**. This is to eliminate discrimination and to promote positive relations between children, staff, parents and carers.

Through the implementations of equal opportunities policy, we aim to:

- Create an environment in which each individual feels valued, irrespective of ethnic origin, language, gender, abilities or age.
- Providing materials to promote learning that are appropriate and reflect diversity
- Encourage all parents/carers regardless of ethnic background, disability, gender or socioeconomic background to participate as fully as possible in the life of the setting
- Ensure that staff and children in the setting have the right to not experiences behaviour which ignores or offends anyone on the grounds of race, nationality, gender, sexual preference, ability, social background or age.
- Foster a positive atmosphere of mutual respect and trust amongst children and staff and an environment where all children, their families and staff feel safe and respected.
- Ensure The Gracie Drew Team and other adults in the setting behave in a manner which demonstrate mutual respect for one another.
- Ensure adults take severe opportunities to encourage children to behave appropriately and to deal with incidents positively.
- Ensure all of The Gracie Drew Team share the responsibility of ensuring that play encourages positive co operative behaviour amongst children.
- Encourage children to develop self esteem, confidence and motivation in all areas of their lives, including, their own learning progress and development.
- Be sensitive to and provide for cultural and religious requirements as a matter of course e.g dress, diet events etc.

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Gracie Drew's will seek to implement Equal Opportunities in the recruitment, support and development of all staff. The service provider will seek to ensure that the recruitment policy is fair and equal and does not discriminate on grounds of are, language, sex, disability, social, behaviour, age or sexual orientation. It is the responsibility of all staff to monitor to success of the equal opportunities policies by ensuring that the equal opportunities issues raised within it are followed and supported.

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- Fire Safety -

At Gracie Drew Private Nursery we will practice our fire drill procedure on a regular basis. To ensure that everyone is familiar and confident with our procedure, the following will be practiced:

- How to identify when there is a fire in the building i.e the noise of the fire alarm or seeing a blaze
- Where the fire exits are
- How everyone leave the building in a safe and efficient way
- Where the assembly point is
- How everyone is counted
- What is needed to be taken from the building
- What is not needed to be taken from the building
- Who is contacted and how they are contacted
- How the parents are contacted

Fire Drill Procedure -

During the fire drill all adults will be encouraged to remain calm and quickly gather all children and the building at the safest exit. One of the Gracie Drew Team will be responsible for carrying emergency contacts, mobile phone and register. Everyone will assemble at the front gates of the premises where the register will be taken to all children and staff have evacuated safely. When everyone has been counted everyone can then move back into the building. Each fire drill will be logged in the fire drill handbook.

In the event of a real fire the Fire and Rescue Team would be called. No one would re enter the building until it has been deemed safe from the Fire and Rescue Team. Once safe the most senior member of the Gracie Drew Team will enter the building to carry out a risk assessment of the whole building before the children and adults return. All parents/carers will be made aware of this incident.

If the Fire and Rescue Team do not deem the premise safe all parents/carers will be contacted to collect the children to come and collect them at their earliest convenience.

Rebecca Maybank is the Fire Safety Officer at Gracie Drew's and has completed her Fire Marshal training which was completed through Citation.

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- Food and Nutrition -

At Gracie Drew Private Nursery we follow '**Setting The Table**' which is a nutritional guidance and food standards for early years childcare providers in Scotland. Tamsin is the Gracie Drew Chef who prepares most lunches and snacks. All staff who prepare and handle food must hold a certificate in basic food hygiene.

Morning Snack - 9.30am

Lunch - 11.30am

Afternoon Snack - 2.30pm

We feel it is important that children help prepare their own snack whilst at Gracie Drew's. We follow a yearly menu and operate on a four weekly rolling menu -

Spring - March, April, May

Summer - June, July, August

Autumn - September, October, November

Winter - December, January, February

All menu's and recipes for the snacks are available on the Gracie Drew website - www.graciedrewnursery.com or a hard copy will be found in the nursery, please ask a member of the Gracie Drew Team. At snack time only **milk** or **water** will be provided.

Each year we hold a parents evening where parents/carers will be able to taste selection of snacks and then complete a questionnaire about the snacks and what new snacks they would like on offer. Children are regularly asked what new snacks they would like to see at Gracie Drew's. Parents/carers and children's ideas will be stored ready for the completion of the next yearly menu.

At Gracie Drew's we offer a buffet style lunch. Each child is encouraged to pick what they would like for lunch, where they would like it on their plate and how much. There is always someone on buffet monitoring duties to ensure your child doesn't return to the table with a mound of cheese and biscuits, everything in moderation is encouraged. During this time the Gracie Drew Team can discuss with the child about what is healthy and what we should only have a little of. We have 'Munchkin Apple Plates' which are divided into three sections allowing the children to develop their understanding of portion sizes. They will be guided to put fruit and vegetables into the largest section, meat and protein in one of the smaller sections and grains into the other. Each week children have the opportunity to look through a basket filled with healthy eating flash cards to choose what they would like to eat the following week. The Gracie Drew team offer questions to challenge and encourage the children

to think about what they are choosing to ensure a variation in their diet. The parents/carers are always encouraged to give their ideas on what they would their child to try at lunch time. At all meal times the following procedure is followed -

All tables are wiped down using detergent and hand hot water. Table cloths are then put down on the table .

All children and staff wash their hands.

One - two children are chosen to be meal time helpers and fruit and vegetable monitors. The staff are all aware of

fairness and choose different children each day to allow everyone the opportunity to help.

Children and adults are encouraged to sit up to the table and chat amongst each other before the meal is ready.

After the meal all children are encouraged to wash hands and face if need be.

The meal time helpers will then help a member of staff with the dishes and tidying up meal time area.

If parents/carers are concerned about what their child eats whilst at Gracie Drew's we actively encourage them to arrange a meeting to discuss their concerns. We will work in partnership to create an individual plan of care. Alternatives are always offered when a child does not eat the food provided such as fruit, yoghurt, sandwich, cereal.

Some children may bring a packed lunch into the nursery, we would use this opportunity to discuss healthy options for lunch and offer advice.

Throughout the year there may be occasions when a special event such as a birthday is celebrated at Gracie Drew's with cakes or treats, whether home baked or shop bought. Due to personal preferences we must receive verbal consent from each child's parents/carers before consumption.

If a child requires a special diet we will work closely with the child and parents/carers to create an individual meal plan. This will be reviewed every six months.

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- Infection Prevention -

At Gracie Drew Private Nursery we follow the guidelines set out in the **Infection Prevention and Control in Childcare Settings (March 2011)**

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- Missing Child -

At Gracie Drew Private Nursery every child's safety and wellbeing is paramount, therefore routinely checks are carried out throughout the day on all entrances and exits, to ensure they are always locked and in working order. Periodical head counts will also be carried out throughout the day and during busy periods - This is in addition to registration on arrival and departure. If at any point a member of the Gracie Drew Team cannot account for a child the following procedure will be followed -

The manager or person in charge at that time will be informed along with the rest of the Gracie Drew Team.

A thorough search of the entire premises will commence, ensuring that the correct staff:child ratio is adhered to. Staff must not create an atmosphere of panic with the other children.

If after 10 minutes of thorough searching and the child is still missing, the manager or person in charge will inform the police and then the child's parent/carer.

While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other staff members will maintain a normal routine for the rest of the children attending the setting.

The manager or person in charge will be responsible for meeting the police and the missing child's parent/carer. The manager or person in charge will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.

Once the incident is resolved, the manager or person in charge and the nursery team will review relevant policies and procedures and implement any necessary changes paying particular note to the relevant provisions of the settings Risk Assessment policies.

All incidents of children going missing from the setting will be recorded on a Incident Record Sheet, and in cases where either the police or social care have been informed, Care Inspectorate will also be informed.

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- Toilet Training -

At Gracie Drew Private Nursery we fully support every family who introduces toilet training at home and wish to continue at nursery.

Before toilet training begins at Gracie Drew's we would ask that our 'Toilet Training Care Plan' which is a series of questions related to toilet training is completed. All the information provided will allow the Gracie Drew Team to support your child and allow the best possible start to toilet training at nursery.

When introducing toilet training at Gracie Drew's we would ask that plenty of spare clothes are brought in including -

socks,
pants,
t - shirts,
socks,
shoes/slippers
trousers/skirts/dress

Each child who is toilet training will have an individual personal care record which documents all toilet visits. This will be shared with the families during collection as well as overall progress.

The infection prevention and control policy will be adhered to when caring out all personal care needs.

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- Medication -

At Gracie Drew Private Nursery we follow the **Management of Medication Day Care of Children and Childminding Services**.

The following medication is **not** administered at Gracie Drew's (this list is not exhaustive) -

- Non - prescribed medications
- Calpol*
- Cough medicine
- Teething gel
- Eye drops
- Topical antibiotic creams
- Ear drops
- Nose drops

*Calpol is **not** administered by any of the Gracie Drew Team. The parent/carer may come into the nursery to administer calpol **once only** during their child's session for **mild tooth ache** symptoms. This is at the discretion of the nursery manager.

The following medication can be administered at Gracie Drew's following a consultation with the nursery manager -

- A course of antibiotics (after **48 hours** on the antibiotic)
- Inhalers
- Medication prescribed for allergic reactions
- Anti seizure medication
- Sun protection

Consent must be obtained before any medication is given and will be reviewed with the parent/carer every 28 days. All records will be kept in the child's file in line with our **Data Protection Policy**. Medication should always be supplied to the services in its original container, information leaflet and box clearly labelled with child's name. If they are not supplied the medication cannot be administered. We will not administer the first dose of medication to a child and ask that parents/carers have already given at least the first dose to ensure the child does not have adverse reaction to the medication.

All trips or outings are risk assessed and all staff will be aware of any medication and documentation required.

Medication is stored overnight at Gracie Drew's which is audited daily to meet legal requirements which includes expiry dates. Two weeks notice is given to parents/carers with regards their expiry date.

All staff administering medication hold a certificate in first aid. By 2017 at least one member of the Gracie Drew Team will hold PDA in Health and Social Care: Administration of Medicine at SCQF level 7. Staff will not administer medication if they do not know what it is or what it is for.

All medicine is stored in the manager's office in a locked medicine cabinet. Children's inhalers are kept in the main playroom in a linen bag hung well out of reach of children. Antibiotics are stored in an airtight plastic container in the refrigerator. Each child's individual child's medication should be kept separate and stored in individual containers and clearly labelled with the child's name and date of birth. Any medication that is no longer needed or out of date must be returned to the parent/carer.

If a child given too much medication or if medication is given to the wrong child we would immediately seek medical advice and inform the parents/carers. An incident report would be carried out with the Gracie Drew team.

If a child spits out or refuses their medication we would immediately contact their parents/carers. This will also be recorded on their medication consent form.

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- Illness -

At Gracie Drew Private Nursery we understand that a part of each child's early years journey involves various illnesses from coughs to lice. To try and keep these illnesses at bay within the nursery we have put in place the following exclusion periods -

- A child sent home from Gracie Drew's with a temperature above 38 degrees must stay away from the setting for 48 hours.
- A child with conjunctivitis must stay away from Gracie Drew's until their eyes have stopped weeping.

These exclusions are put in place to protect other children, families and staff. We understand that this can pose problems for finding alternative childcare however we must ensure the health and safety of others within the setting.

We adhere to Health Protection Scotland exclusion criteria for all other illnesses, these can be found within Gracie Drew's or online <http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/exclusion-criteria-childcare-A3-2011-12.pdf>.

If in any doubt please contact the nursery before bringing your child in.

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- Allergies and Allergic Reactions -

At Gracie Drew Private Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

Our procedures

All of the Gracie Drew team are made aware of the signs and symptoms of a possible allergic reaction in case of 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

We ask parents to share all information about allergic reactions and allergies on child's registration form

We share all information with all staff.

Where a child has a known allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and shares this assessment with all staff

All food prepared for a child with a specific allergy is 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

Seating will be monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks

If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, if appropriate. We will inform parents and record the information in the incident book and on the allergy register

If an allergic reaction 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.

Transporting children to hospital procedures

The nursery manager/staff member must:

Call for an ambulance immediately if the allergic reaction 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

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.

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

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.

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- Sun Care -

At Gracie Drew Private Nursery we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

Children must have a clearly labelled sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's neck and ears from the sun) to provide additional protection

Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date

Parents are encouraged to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs

Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided

Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun

Children will not be allowed outdoors in the direct sunlight between 11.00am – 3.00pm on hot days

Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day

Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this is accessible both indoors and out

Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun

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- Early Learning and Childcare Statement -

At Gracie Drew Private Nursery we recognise that children learn in different ways and at different rates and plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities.

We provide a positive play environment for every child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental assistance.

We implement the Curriculum for Excellence set by Education Scotland that sets standards to ensure all children learn and develop well. We support and enhance children's learning and development holistically through play-based activities. We view all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors. We value child-led play and ensure we promote this through providing activities that are flexible, take account of ages, development needs and interests. We know that activities provided by staff will allow children to enjoy organised and free play including quiet times.

We acknowledge parents as primary educators and encourage parental involvement as outlined in our Parents and Carers as Partners policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

We share information about Curriculum for Excellence with parents and signpost them to further support via the following website:

www.educationscotland.gov.uk

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- Transitions -

At Gracie Drew Private Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

1. Starting nursery
2. Moving between different rooms within the nursery
3. Starting school or moving nurseries
4. Family breakdowns
5. New siblings
6. Moving home
7. Death of a family member or close friend
8. Death of a family pet.

Staff are trained to observe their key children and to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

Moving rooms procedure

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages. This may include a handover meeting between the existing key worker, new key worker and parents.

If the child is due to move rooms due to age and stage readiness, we will work with the parents to ensure this is a seamless process in which the child is fully supported at all stages.

The child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings

The child's key worker will go with the child on these initial visits to enable a familiar person to be present at all times

Parents will be kept informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries

Only when the child has settled in through these taster sessions will the permanent room move take place. If a child requires more support this will be discussed between the key worker, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key worker with them on a temporary basis.

Starting school or moving nurseries

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. We have a variety of methods that support this:

We will provide a variety of resources that relate to the school, e.g. uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition

We invite school representatives into the nursery to introduce them to the children

Where possible we use other ways to support the transition to school, e.g. inviting previous children from the nursery who have moved on to school to come back and talk to the children about their school experiences

Where possible we plan visits to the school with the key worker. Each key worker will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these

We produce a comprehensive report is produced on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

Family breakdowns

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families policy that shows how the nursery will act in the best interest of the child.

Moving home and new siblings

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key worker will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

Bereavement

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak to the nursery manager and the key worker to enable this support to be put into place.

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- Separation Policy -

At Gracie Drew Private Nursery we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support all parties within the nursery including our staff team.

Parental responsibility

While the law does not define in detail what parental responsibility is, the following list sets out some of the key features of someone holding parental responsibility. These include:

Providing a home for the child

Having contact with and living with the child

Protecting and maintaining the child

Disciplining the child

Choosing and providing for the child's education

Determining the religion of the child

Agreeing to the child's medical treatment

Naming the child and agreeing to any change of the child's name

Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise

Being responsible for the child's property

Appointing a guardian for the child, if necessary

Allowing confidential information about the child to be disclosed.

Scotland

A father has parental responsibility if he is married to the mother when the child is conceived, or any time after that date. An unmarried father has parental responsibility if he is named on the child's birth certificate (from 4 May 2006). Alternatively, unmarried fathers can also be named following a re-registration of the birth.

Nursery registration

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

We will:

Ensure the child's welfare is paramount at all times they are in the nursery

Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file

Provide information on the child's progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility

Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility

Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child

Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential

Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect

Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.

We ask parents to:

Provide us with all information relating to parental responsibilities, Court Orders and injunctions

Update information that changes any of the above as soon as practicably possible

Work with us to ensure continuity of care and support for your child

Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child

Talk to the manager/key worker away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat

Not ask nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

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- Babies at Gracie Drew's -

At Gracie Drew Private Nursery we care for children under the age of two and ensure their health, safety and well-being through the following:

Children under the age of two have a separate base room and are cared for in small intimate groups. We ensure that younger children have opportunities to have contact with older children whilst at nursery

Care is taken to ensure that babies and toddlers do not have access to activities containing small pieces, which may be swallowed or otherwise injure the child

The environment and equipment are checked daily before the children access the area. This includes checking the stability of the cots, areas around and low/highchairs and ensuring restraints on these, pushchairs and prams are intact and working

All doors are fitted with viewing panels and door finger-guards to ensure the safety of children

Outdoor shoes are removed or covered when entering the baby and toddler area. Staff remind parents and visitors to adhere to this procedure

Babies and toddlers have their nappies changed according to their individual needs and requirements by their key worker wherever possible

Information will be shared between parents and the key worker about nappy changing and toilet training in a way that suits the child

Changing mats are wiped with detergent before and after each nappy change

Each baby must have his/her own bedding which is washed at least weekly and when necessary

Cot mattresses meet safety standards

Children under two years are not given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation

Children are not to be left to sleep in pushchairs or baby bouncers as their backs are not fully supported in this equipment whilst sleeping

We follow all cot death prevention/safety guidelines and advise parents of this information. Babies are always laid to sleep on their back, with their feet touching the foot of the cot

Sheets or thin blankets come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head

Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables)

All low/highchairs used for feeding are fitted with restraints and these are used at all times. Children are never left unattended in high chairs. Restraints are removed and washed weekly or as needed

No child is ever left unattended during nappy changing time

Babies are never be left propped up with bottles as it is both dangerous and inappropriate

Babies sleeping outside have cat/fly nets over their prams and prams must lie flat so children are supported

Sleeping children are supervised at all times

Checks on sleeping babies are completed every 10 minutes. This may increase to 5 minutes for younger babies and or new babies. Checks are documented with the time and staff initials on the sleep check form

Staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students only change nappies with the support and close supervision of a qualified member of staff

Where food/milk is prepared for babies there is a separate area within the kitchen which is specifically designated for this preparation

Bottles of formula milk are only be made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot, and should be tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely

Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated

Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher)

Bottles are disposed of after two hours

A designated area is available for mothers who wish to breastfeed their babies or express milk

Labelled mothers' breast milk is stored in the fridge

If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped.

All dummies are stored in separate labelled containers to ensure no cross- contamination occurs

Sterilisers are washed out and cleaned daily

Children transfer to the older age group when assessed as appropriate for their age/stage following our agreed transition and settling procedures.

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- Sleep -

At Gracie Drew Private Nursery we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment.

The safety of babies' sleeping is paramount. Our policy follows the advice provided by The Cot Death Society to minimise the risk of Sudden Infant Death. We make sure that:

Babies are placed on their backs to sleep, but when babies can easily turn over from the back to the stomach, they are allowed to adopt whatever position they prefer to sleep

Babies/toddlers are never put down to sleep with a bottle to self-feed

Babies/toddlers are monitored visually when sleeping. Checks are recorded every 10 minutes and babies are never left in a separate sleep room without staff supervision at all times

When monitoring, the staff member looks for the rise and fall of the chest and if the sleep position has changed

As good practice we monitor babies under six months or a new baby sleeping during the first few weeks every five minutes until we are familiar with the child and their sleeping routines, to offer reassurance to them and families.

We provide a safe sleeping environment by:

Monitoring the room temperature

Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating

Only using safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations, and mattress covers are used in conjunction with a clean fitted sheet

Only letting babies sleep in prams if they lie flat and we have parents' written permission

Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required

Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags

Ensuring every baby/toddler is provided with clean bedding

Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest

Having a no smoking policy.

We ask parents to complete sheets on their child's sleeping routine with the child's key worker when the child starts at nursery and these are reviewed and updated at timely intervals. If a baby has an unusual sleeping routine or a position that we do not use in the nursery i.e. babies sleeping on their tummies, we will explain our policy to the parents and ask them to sign to say they have requested we adopt a different position or pattern on the sleeping babies' form.

Staff will discuss any changes in sleep routines at the end of the day and share observations and information about children's behaviour when they do not receive enough sleep.

Sleeping twins

We follow the advice from The Foundation for the Study of Infant Deaths (FSID) regarding sleeping twins and will not put them together in the same cot to sleep. Further information can be found at:

<http://fsid.org.uk/page.aspx?pid=426> <http://www.healthychildcare.org/pdf/sidschildcaresafesleep.pdf>

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- Bereavement -

At Gracie Drew Private Nursery we recognise that children and their families may experience grief and loss of close family members or friends or their family pets 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/pet 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 family preferences:

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 any potential changes in behaviour of a child who may be grieving themselves

The key worker and/or the manager 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. We will adapt our staffing arrangements so the child is fully supported by the most appropriate member of staff on duty, where possible the child's key worker

We will be flexible as possible to adapt the sessions the child and family may need during this time.

We will adapt the above procedure as appropriate when a family pet dies to help the child to understand their loss and support their emotions through this time.

We also recognise that there may also be rare occasions when the nursery team is affected by a death of a child or member of staff. This will be a difficult time for the staff team, children and families. Below are some agencies that may be able to offer further support and counselling if this occurs.

The Samaritans: www.samaritans.co.uk 08457 909090 Priory: www.priorygroup.com 08452 PRIORY (08452 774679)

Child Bereavement UK: www.childbereavement.org.uk/For/ForBereavedFamilies/BereavedFamiliesandSchools

Cruse Bereavement Care: www.crusebereavementcare.org.uk 0844 477 9400 helpline@cruse.org.uk

British Association of Counselling: www.bacp.co.uk 01788 578328

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- Parents and Carers as Partners -

At Gracie Drew Private Nursery we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to be an integral part of the care and early learning team within the nursery.

Our policy is to:

Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery

Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child

Welcome all parents into the nursery at any time

Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers

Ensure nursery documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications

Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times and are available on the nursery website

Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children

Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training

Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum

Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through *regularly distributed newsletters/*the nursery website

Operate a key worker system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key worker of their child

and their role when the child starts.

Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Parents' evenings will be held at least twice a year. The nursery will consult with parents about the times of meetings to avoid excluding anyone

Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form

Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times, etc.

Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation

Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery

Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents

Make sure all parents have access to our written complaints procedure

Share information about the Curriculum for Excellence, young children's learning in the nursery, how parents can further support learning at home and where they can access further information

Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment

Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so

Inform parents how the nursery supports children with additional needs for learning and disabilities

Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and use these to promote nursery practice, policy and staff development.

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- Parental Participation -

At Gracie Drew Private Nursery we believe that parental involvement contributes enormously to the effective way in which we operate. Parents are welcome to come to the setting at any time to spend time with their child and assist with activities, and become involved in the overall support network we provide for children and their families.

Our policy is to:

Welcome all parents to the nursery

Ensure that all parents have opportunities to contribute their own skills, knowledge and interests, e.g. music, languages, drama or other activities

Give all parents the opportunity to contribute to the policies and procedures review process

Give all parents the opportunity to express their views and for those views to be listened to and taken account of through different methods including forum meetings, questionnaires and through technology

Ensure that all parents are fully informed about meetings, conferences, workshops and training through displays on the noticeboard, newsletters and our website

Encourage parents to support our nursery through fundraising and donations.

Invite parents to take part in nursery visits and outings (where possible).

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- Conflict Resolution -

At Gracie Drew Private Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

Direct the parent away from the children and into a private area such as the office (where appropriate)

Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children

Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour

Contact the police if the behaviour escalates

Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately

An incident form will be completed detailing the time, reason and action taken

Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary

Management will also signpost parents to further support where applicable.

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- Late Collection or Non Collection -

At Gracie Drew Private Nursery we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)

Calling the nursery as soon as possible to advise of their situation

Asking a designated adult 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 any distress caused by this situation

If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth 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.

If a child has not been collected from the nursery after a reasonable amount of time, 1/2 hour has been allowed for lateness, we will initiate the following procedure:

The nursery manager will be informed that 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 manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records

The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times the nursery will plan to meet required staff ratios

If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will 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

The nursery will inform the Care Inspectorate as soon as convenient

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 and to minimise distress staff will distract, comfort and reassure the child during the process

In order to provide this additional care a late fee of £20 will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

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- Admissions -

At Gracie Drew Private nursery we care for 13 children between the ages of 0 and 5. The above is in accordance with the legal space requirements from the Care Inspectorate and is the overriding policy in respect of admissions.

We take the following matters into account when prioritising and deciding on admissions:

Availability of places, taking into account the staff/child ratios, the age of the child and any registration requirements

Children who have siblings who are already with us

When the application is received (extra weight is given to those who have been on the waiting list the longest)

The nursery's ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements

A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability

Any extenuating circumstances affecting the child's welfare or the welfare of his/her family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief 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 and vaccinations, etc.

Government funded places for early education

All settings are required to register with the Care Inspectorate and receive a regular joint inspection by the Care Inspectorate and HM Inspectorate of Education before they can offer funded pre-school education places. We currently provide 4 free funded places per session available for children subject to availability. These places will be allocated on a first-come, first-served basis and can be booked a term in advance. Please note for admissions for free nursery education we have a termly intake, beginning the term following your child's third birthday. All funded sessions are now in line with the flexible arrangements as specified by the Government. When you register your child for their funded place we will discuss your needs and we will accommodate your wishes as far as possible with availability and staffing arrangements.

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- Arrivals and Departures -

At Gracie Drew Private Nursery we give a warm welcome to every child and family on their arrival.

The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home.

If the parent requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed.

If the child is to be collected someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and a password are required where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

The child's key worker or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book.

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- Operational Plan -

At Gracie Drew Private Nursery we provide quality affordable childcare for the local community. Quality childcare brings benefits for the whole community, enabling parents to return to work and combine employment with family life and enabling employers to retain and recruit employees from the local community.

In order for Gracie Drew's to run effectively and efficiently serve local community needs, it is important that we have an operational plan that is implemented, reviewed and revised on a regular basis. This plan is a blueprint for managing the nursery. It describes how the nursery is run and what type of service is provided. It describes the nursery service, the structure of the nursery, who is responsible and guidance on practices and procedures.

The plan is used by the nursery manager, staff, parents and outside agencies as a reference tool for general day-to-day practice and a tool against which to assess the quality of the service provided. We will review this policy on a regular basis, using reflective practice, and make and implement any necessary changes following a review.

Main index:

- The National Care Standards
- Curriculum for Excellence
- Nursery leaflet
- Mission and vision statement
- Care objectives
- Inspection report
- Organisation structure
- Senior management contacts
- Nursery organisation structure chart
- Staff deployment
- Training analysis/chart
- Designated person(s)
- Important information
- Nursery plans
- Emergency evacuation procedures
- Emergency locations
- Emergency contacts
- Policy and procedure documentation
- Health and safety documentation
- Daily operations statement
- Checklist for new starters
- Parent pack
- Training
- Names of staff who have paediatric first aid training.

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- Personal Care -

At [Insert nursery name] we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes and giving first aid treatment and specialist medical support where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key worker with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

Promoting consistent and caring relationships through the key carer system in the nursery and ensuring all parents understand how this works

Ensuring all staff undertaking intimate care routines have suitable PVG checks.

Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e. first aid training, specialist medical support

Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines

Following up procedures through supervision meetings and appraisals to identify any areas for development or further training

Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partners policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs

Ensuring all staff have an up-to-date understanding of safeguarding and child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy

Operating a whistleblowing policy to help raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery

Conducting working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines

Conducting regular risk assessments on all aspects of the nursery operation including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

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- Adult Protection -

At Gracie Drew Private Nursery we believe that all children need to feel safe, secure and happy. This involves nursery staff being responsive to children's needs, whilst remaining professional. This includes giving children cuddles and changing children's nappies or clothes.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

Although it is appropriate to cuddle children, staff are advised to usually do this in view of other children and practitioners. There may be occasions, for example when a child is ill and needs comforting away from others, and this will continue to take place. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice

When changing children's nappies or soiled/wet clothing, the doors remain open, where appropriate. All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices

Inappropriate behaviour such as over tickling, over boisterousness or inappropriate questions such as asking children to tell them they love them is discouraged.

Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistleblowing procedures. If a parent or member of staff has concerns or questions about safe care and practice procedures they are urged to see the manager at the earliest opportunity.

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- Whistle Blowing -

At Gracie Drew Private Nursery we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk. We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013 there were some legal changes to what constitutes a qualifying disclosure. A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- a criminal offence
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation or concealment of any of the above
- any other unethical conduct
- is being, has been, or is likely to be, committed.

Qualifying disclosures made before 25 June 2013 must have been made 'in good faith' but when disclosed, did not necessarily have to have been made 'in the public interest.'

Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- you must believe it to be substantially true
- you must not act maliciously or make false allegations
- you must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and or one or more of

the following may be happening, you MUST use the nursery's disclosure procedure set out below:

That a criminal offence has been committed or is being committed or is likely to be committed
That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. NCS)

That a miscarriage of justice has occurred, is occurring, or is likely to occur

That the health or safety of any individual has been, is being, or is likely to be, endangered

That the environment, has been, is being, or is likely to be, damaged

That information tending to show any of the above, has been, is being, or is likely to be, deliberately concealed.

Disclosure procedure

If this information relates to child protection then the nursery child protection policy should be followed, with particular reference to the staff and volunteering section

Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to Care Inspectorate.

Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery manager

Any disclosure or concerns raised will be treated seriously, will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner

Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations will be subject to potential disciplinary action which may result in dismissal

Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal

Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal

We give all of our staff the telephone numbers of the Local Authority Child Protection team and Local authority social services and the Care Inspectorate so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

Date	7th October 2015	Manager Sign	Rachael Boyle
Review Date	October 2016		

- Cameras and Mobile Phones -

At Gracie Drew Private Nursery we recognise that photographs and recordings play a part in the life of the nursery. We ensure that any photographs and recordings taken of children in our nursery are only done with prior written permission from each child's parent. We obtain this when each child is registered and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs for a range of purposes including: use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and the local press. We ensure that parents understand that where their child is also be on another child's 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 we 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 may only use those provided by the nursery. The nursery manager will monitor all photographs to ensure that the parent's wishes are met.

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 we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

Date	7th October 2015	Manager Sign	Rachael Boyle
Review Date	October 2016		

- Mobile Phone and Social Media -

At Gracie Drew Private Nursery we promote the safety and welfare of all children in our care. 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. To ensure the safety and well-being of children we do not allow staff to use personal mobile phones during working hours. We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings. We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children. We ask parents and visitors to respect and adhere to our policy.

Staff must adhere to the following:

Mobile phones are either turned off or on silent and not accessed 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.
Staff must not post anything on to social networking sites such as Facebook that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way

Staff must not post anything on to social networking sites that could 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 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 and social networking

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 and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children. We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post publicly or privately information about any child on social media sites such as Facebook and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

Parents/visitors are invited to share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents policy, complaints procedures and grievance policy).

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- Additional Support Needs and Disabilities -

Statement of intent

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

We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working alongside parents in the provision of their child's individual needs to enable us to help the child to develop to their full potential. We are also committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

Liaising with the child's parents

Liaising with any professional agencies

Reading any reports that have been prepared

Attending any review meetings with the local authority/professionals

Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

Aims

We will:

Recognise each child's individual needs and ensure all staff are aware of, and have regard for the Manual of Good Practice in Special Needs, when identifying and assessing any needs not being met by the universal service provided by the nursery

Include all children and their families in our provision

Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities

Develop and maintain a core team of staff who are experienced in the care of children with

additional needs and employ a Special Educational Needs Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to additional support needs/disabilities and the Manual of Good Practice in Special Needs

Identify the specific needs of children with additional support needs and/or disabilities and meet those needs through a range of strategies

Ensure that children who learn quicker, e.g. gifted and talented children, are also supported
Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need

Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required

Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed

Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities

Encourage children to value and respect others

Challenge inappropriate attitudes and practices

Promote positive images and role models during play experiences of those with additional needs wherever possible

Celebrate diversity in all aspects of play and learning.

The role of the SENCO is to take the lead in further assessment of the child's particular strengths and weaknesses, in planning future support for the child in discussion with colleagues, and in monitoring and subsequently reviewing the action taken. The SENCO should also ensure that appropriate records are kept including those with statements. The practitioner usually responsible for the child should remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. Parents should always be consulted and kept informed of the action taken to help the child, and of the outcome of this action.

She/he works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the additional support need and/or disability practice and policy of the nursery, always making sure plans and records are shared with parents.

Methods

We will:

Designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and share his/her name with parents

Provide a statement showing how we provide for children with additional support needs and/or disabilities and share this with staff, parents and other professionals

Ensure that the provision for children with additional support needs and/or disabilities is the responsibility of all members of staff in the nursery

Ensure that our inclusive admissions practice includes equality of access and opportunity

Ensure that our physical environment is as far as possible suitable for children and adults with

additional support needs and/or disabilities

Work closely with parents to create and maintain a positive partnership which supports their child(ren)

Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's care and education

Provide parents with information on sources of independent advice and support

Liaise with other professionals involved with children with additional support needs and/or disabilities and their families, including transfer arrangements to other settings and schools.

We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care

Use the graduated response system (see explanation below) for identifying, assessing and responding to children's special educational needs

Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities

Provide differentiated activities to meet all individual needs and abilities

Use a system of planning, implementing, monitoring, evaluating and reviewing Co-ordinated Support Plan (CSP) for children with additional support needs

and/or disabilities and discuss these with parents

Review CSPs regularly [insert time frame e.g. every six weeks] and hold review meetings with parents at this time

Ensure that children with additional support needs and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability

Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities

Provide resources (human and financial) to implement our additional support needs/disability policy

Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided

Provide in-service training for practitioners and volunteers

Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff

Ensure the effectiveness of our additional support needs/disability provision by collecting information from a range of sources e.g. CSP reviews, staff and management meetings,

parental and external agencies' views, inspections

and complaints. This information is collated, evaluated and reviewed annually

Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. Braille, audio, large print, additional languages

Monitor and review our policy annually.

Manual of Good Practice in meeting Special Educational Needs

The nursery has regard to the statutory guidance set out in the Manual of Good Practice in meeting Special Educational Needs (2004) to identify, assess and make provision for children's special educational needs/additional support needs. The Manual of Good Practice recommends that our nursery should adopt a graduated approach to assessment through Individual Education Plans (IEPs) and Coordinated Support plans (CSPs). Good practice of working together with parents and the observation and monitoring of children's individual progress will help identify any child with special educational needs. Our nursery has identified a member of staff as a SENCO who will work alongside parents to assess the child's strengths

and plan for future support. The SENCO will ensure that appropriate records are kept according to the Manual of Good Practice.

Individualised Educational Programmes (IEPS)

These are normally prepared by the nursery when they feel a child has additional needs that need support through the nursery. They are a planning and reviewing tool and enable nursery staff to see where and how the support is best placed to support the needs of the child, how this works and whether this is effective.

Coordinated Support Plan (CSP)

This is an educational plan which supports children who may have additional support needs. Not all children who have additional needs will need a CSP, however, where a child has complex needs or requires a high level of support or support from different agencies a CSP may be deemed useful.

Statutory assessment

If the help given through the nursery is not sufficient to enable the child to progress satisfactorily, it may be necessary for the nursery, in consultation with the parents and any external agencies already involved, to request a statutory assessment by the local authority. This may lead to the child receiving a statement of special educational needs.

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-Smoking and Alcohol -

Smoking

At Gracie Drew Private Nursery we are committed to promoting children's health and well-being. This is of the upmost 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.

All persons must abstain from smoking while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises.

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

Staff must not smoke while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to change into their own clothing and smoke away from the main entrance. We respect that smoking is a personal choice to smoke, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking by:

Providing factsheets and leaflets

Providing information of local help groups

Providing details of the NHS Health Scotland quit smoking support website

Offering information regarding products that are available to help stop smoking

Offering in-house support.

This policy also applies to electronic cigarettes.

Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave.

If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police/children's social services may be called.

If anyone arrives at the nursery in a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the nursery premises.

Substance misuse

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, they will be asked to leave the premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the child protection procedure and the police may be called.

The nursery will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs. If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the nursery manager as soon as possible to arrange for a risk assessment to take place.

Child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk, we will follow our child protection procedures, contact the Scottish Social Services Council and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by the parent or carer and if necessary the police will be called.

Where an illegal act is suspected to have taken place, the police will be called.

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