



Dear Parent,

Orchard Day Nursery is a small family run nursery offering full day care for children aged 6 weeks to 5 years of age. We are registered for 36 children and are open from 7.30 am - 6 pm Monday to Friday. We close on Bank Holidays and over the Christmas holiday period.

At Orchard Day Nursery we provide a high standard of pre-school experience for all children in our care. It is an environment that promotes each child's emotional intellectual and social growth in a relaxed atmosphere of learning that is caring and fun for all concerned.

Please find enclosed all the relevant information that you may need.

Working with Parents

Orchard Day Nursery is aware that it is best practice for staff and parents to exchange information regularly on the children in their care. All parents are given a prospectus and information on policies and the daily routine of the nursery.

Parents are asked to fill in an information sheet on their child prior to them starting nursery. This information is then discussed with the parent and kept on file for the child's Link Worker.

The nursery operates a daily information sheet that goes home with the child at the end of the day for children under the age of two. Babies have a diary that is completed daily. Staff speak to parents daily to inform them of their child's day once they are over the age of two and downstairs. Developmental records are kept on each child. The child's link worker completes the forms at 3 monthly intervals. Any concerns are discussed with parents.

A display board is in the entrance hall of the nursery with planned activities for the week for parents to view. A preschool board is also on view for parents to see the children's work.

All parents are aware that they can talk to staff or me at any time.

Nurture and Well Being

Orchard Day Nursery operates a flexible link worker system throughout the nursery. Each child has a member of staff to care for them daily. That member of staff is their child's link between nursery and home.

All children at Orchard Nursery are allowed to progress with encouragement from staff at their own pace. No child will be made to feel less competent than any other child. They will not be judged by other children's achievements. Children address staff by their first names, as do parents.

At Orchard Nursery we are aware that we care for very young children who spend a long day with us. The nursery along with curriculum activities also promotes a family environment with plenty of cuddles and praise.



Staffing

We seek to employ staff that demonstrate sound professional knowledge of early year's development but also understand the importance of allowing individuality. Our philosophy is that childhood is precious and learning has to be made fun at all times.

As a Nursery we are governed by a set of minimum standards laid down by the Welsh Assembly, currently the Care Standards in Wales (CSIW) 2002 and we are inspected on a regular basis. All members of staff have childcare qualifications at NVQ level 3 or equivalent. One member of staff is the special needs coordinator for the nursery. All staff are first aid trained and many hold Food Hygiene qualifications. A designated member of staff has undertaken child protection training, and behaviour management.

At the present time, we have 14 members of staff, 13 female and 1 male, who all hold current Enhanced Criminal Record Bureau (CRB) checks. Management and nursery staff are always available to talk to you at any time.

Arrival and Collection

Children may arrive from 7:30am onwards and be collected by 5:50pm in time for the nursery to close at 6pm. In the event of unforeseen circumstances resulting in delay, two members of staff will remain to care for your child until 7pm whilst all contact numbers will be called. After this time a duty Social worker will be advised.

A charge of £35 is payable for late collection of children after 6 pm. No child will leave the Nursery unless collected by someone authorised by parents. A code word is used in these circumstances, when parents have an emergency and are unable to collect their child themselves.

Language

English is the first language spoken throughout the nursery with Welsh being introduced through rhymes and jingles for the very young children in our care progressing to the older pre-school children learning colours, songs, numbers and simple sentences.

Routines and activities

Staff plan activities according to the age and ability of the children in each area of the nursery. This is done monthly, and takes into account seasonal changes. A weekly and monthly programme of events is on display in each area of the nursery. A daily activity information board is in the entrance hall.

In order to share your child's day we will communicate verbally with parents of children over the age of two. A daily information sheet is given to parents who have a child in the toddler area. Babies have a daily diary entry to record feeding, nappy changes, smiles, tears etc.

Children sleep on sleep mats with a member of staff in attendance at all times.



Outside activities

The garden has a paved area for bikes and push along toys, a safe surface area for a Super Tykes multi activity climbing frame and slides, a grassed area is available for general play. The nursery has a covered outdoor area so children can play outside regardless of the weather.

During the summer we have a paddling pool with additional umbrellas for shade. Sun protection lotion is applied by staff frequently, and sun hats always used.

As a Nursery the children are taken on walks to the Local Park, beach, or shops in small groups with the appropriate ratio of staff to children. Wrist straps are used on any child who is walking. Children sitting in pushchairs are strapped in with appropriate harnesses. Sun or rain covers used as needed.

At least one member of staff carries a mobile phone with them, and the route to be taken decided before leaving. A first aid box and a drink always accompany each trip.

Special Needs Policy

At Orchard Nursery we strive to treat all children equally regardless of disability or special need whenever possible. All children should have the opportunity to explore their own identity and to build on their self-esteem. Management take great care when considering the registration of a child with special needs to ensure that each child's individual needs can be confidently met by the nursery. When a child attends Orchard Day Nursery with identified special needs we will liaise with the parents and outside agencies such as speech therapy, Primary healthcare teams etc. to plan for the child's needs.

For every child there is a three monthly monitoring system in place to continuously assess progress and development. In the event of sustained lack of progress or any other concerns that may arise parents will be informed and we at the nursery will work with them and appropriate outside agencies if necessary to ensure correct provision of care for your child.

The policy of the nursery, in cases of special needs, is in line with the Special Educational Needs Code of Practise for Wales.

Limit setting –Behaviour policy

Orchard Day Nursery adheres to a no smacking, shaking, shouting or intimidating policy.

We always try to use positive messages when we talk to the children, and reinforce good behaviour whenever possible.

If a child's behaviour is unacceptable or anti-social, depending on the age and understanding of the child, staff will remove him/her for a short period of time from the situation that they are in. Justine Dobbs is the named member of staff responsible for behaviour management issues. Should staff continue to have concern's regarding on going anti-social behaviour, parents will be informed. A meeting will be held to decide what can be done to resolve any ongoing problem.

In extreme circumstances where a child's continued use of inappropriate language or aggressive/anti-social behaviour is putting the care and wellbeing of others at risk management reserve the right to ask a parent to remove their child from the nursery.



Missing child

Your child will be supervised at all times. However should a child go missing an immediate search of the area will be made. Parents will be informed and the Police contacted.

Maintaining records

All records kept on children and staff or any other confidential information is kept securely on file in the office. The office is locked overnight. Parents have access to all policies and nursery procedures to help ensure the smooth running of the nursery.

Equal Opportunities

At Orchard Day Nursery we aim to treat children, parents and employees equally regardless of their sex, age, ethnic origin, religion or disability. We will always aim to meet the needs of each individual child in our care. Positive images will be promoted through equipment, wall displays and most importantly the attitude of the staff caring for your child.

Illness and exclusion policy

If your child becomes ill at the Nursery a member of staff will contact you. The nursery will if given permission from you, a single dose of Calpol to your child. However this is strictly on the understanding that if your child is still unwell after 30 minutes or we have any concerns during that time, parents collect their child without delay. Parents will need to sign a medication policy sheet. We ask that your child be kept at home until completely well. No other non-prescribed medication will be given.

Short-term antibiotic. We ask that your child remain away from nursery for 48 hours from the start of the course. This is to ensure your child does not have a reaction to the medication, and that they are well enough to return to nursery.

Long term Antibiotic use. The nursery may administer any medication to a child that has an ongoing medical condition after careful discussion with the parent.

A medication form will need to be signed by parents at the beginning and end of the day.

At the nursery we care for very young children, and every possible precaution has to be taken to prevent cross infection.

Staff Mobile Phones

All staff are contracted to keep mobile phones in a locked safe in the nursery during the working day. One member of staff takes a mobile phone when taking the children on walks.



Accident policy

If your child suffers a minor injury at nursery (i.e. grazed knee) trained staff will carry out basic first aid. The accident will be written in the accident book, and you will be asked to sign the report at the end of the day.

If the accident is more serious nursery staff will take immediate necessary action and you will be contacted.

All nursery staff hold a paediatric first aid certificate. Three members of staff hold a full First Aid at Work certificate

All accidents are logged in the accident book. A member of staff will ask you to read the accident report and sign it. A copy is kept by you.

Holidays

The nursery will be closed on Bank Holidays and over the Christmas and New Year period, as an example closing at 6pm on 23rd December to re-open on the 2nd but this will depend on how the dates fall.

The monthly fee has been calculated over a 50-week period to take into account the time the nursery is closed over Christmas.

Complaints Procedure

At Orchard Day Nursery we strive at all times to provide the best possible care for your child. However I appreciate that a situation may arise where you feel our high standards may not have been maintained. We encourage all parents to discuss with us any problem, no matter how small it may seem.

When a complaint is made management will acknowledge the complaint in writing within three working days, and hope to resolve the matter within a maximum of 14 days this can be extended a further 14 days if necessary.

Should other agencies be involved the time scale could be longer the complainant will be kept informed during this time. Management will keep a written record of any complaint received.

Parents can speak to staff or myself whenever needed, and in the majority of cases I would hope a solution could be found. The CSSIW does no longer handle external complaints but will investigate any concerns brought to their attention. The address is:

CSSIW
Mid and South Wales
Rhud y Car
Merthyr Tydfil
CF48 1UZ