



Orchard Day Nursery
The perfect environment for your child to grow

Prospectus/Operational Plan

Orchard Day Nursery is a small family run nursery offering full day care for children aged 6 weeks to 6 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. Staff complete these forms at 3 monthly intervals. Any concerns are discussed with parents. Staff and managers are available at all times to discuss anything a parent might wish to.

A display board is in the entrance hall of the nursery with planned activities for the week for parents to view.

A pre school board is also on view for parents to see the children's work.

Language

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



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 Inspectorate Wales (CIW) and we are inspected on a regular basis. All members of staff have childcare qualifications at NVQ level 2,3 or equivalent. One member of staff is the special needs coordinator for the nursery. Staff are first aid trained and many hold Food Hygiene qualifications. A designated member of staff has undertaken child protection training, and behaviour management.

Every member of staff has a current Enhanced Disclosure Baring Service (DBS) checks. Justine Dobbs is the owner, manager and special needs coordinator at Orchard Nursery. The nursery runs with the following ratio's of staff to children: under 2yrs 1:3, 2yrs 1:4, 3yrs+ 1:8.

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.



Routines and activities

Staff plan activities according to the age and ability of the children in each area of the nursery. Planning is done annually, monthly and weekly and takes into account seasonal changes. More importantly we always listen to the children's wishes and offer a variety of options to them daily enabling and encouraging choice and decision making for the child. 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.

Toilet and changing facilities

It has been a recommendation by the CIW that we put individual doors on the downstairs toilet. However, as professional nursery workers we feel that the current partition between the toilets along with a door that has frosted glass as you enter the toilet room is adequate, especially as the children are under the age of 6 years.

Staff need to be able to help children with their toileting needs, and assist in good hygiene. Staff always supervise children and are mindful and respectful of each child's needs and privacy at all times. To have individual doors on the toilets would restrict the space needed for staff to carry out their role properly. Based on the above we will not be acting on this recommendation.

In the nappy changing room, whenever possible we change one child at a time, always putting the child's privacy first. However, this is not always practically possible as we will not leave children in dirty nappies. We are always mindful of the children's privacy.

Outside activities

The garden has a paved area for bikes and push along toys, an astro turf area and covered, enclosed play area with safety surface so children can play outside regardless of the weather.

During the summer we have a paddling pool with additional umbrellas for shade. Staff apply Sun protection lotion, which is provided by parents for each individual child, frequently, and sun hats are 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.



Mealtimes

In the nursery we have a variety of seating to best suit your child's age and ability including; high chairs with harness, captains chairs with and without harness and small mono posture classroom chairs. We use the appropriate option for your child during mealtimes, ensuring their safety at all times.

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.

Distraction methods are always used in the first instance along with time-out, which consists of children taking a minute to reflect. 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.

Any incidents of bullying are recorded and monitored, this would be discussed with parents of both children and dealt with appropriately in accordance with the age of the children involved, their understanding and alongside parents.

Incidents of biting are written up in the accident and incident books and parents of both children informed.

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 on-going problem.

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



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 along with the latest CIW report, which they can access at any time via the Internet. We maintain records in accordance with the ICO.

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.

We will complete a course of antibiotics at the nursery after administration at home of 72hrs.

The date needs to be clearly visible on the original bottle along with the child's name. A medication form must be completed prior to us administering antibiotics.

Paediatric paracetamol suspension (e.g calpol): one appropriate dose can be given to your child. The bottle or sachet is supplied by parents and labelled with the child's name with dosage instructions clearly visible in the original packaging. Staff will contact parents prior to administering this dose. We will not however continue to give this throughout the day. We have an emergency bottle of Paediatric paracetamol suspension and piriton in case of emergencies. We will always contact you before administering any medicine to your child.

Non-prescribed medication (excluding paracetamol): We will not administer any non-prescribed medication at the nursery. Dosage is always checked by two members of staff in accordance with the official dosage on packaging and the child's age.

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 switched off and in the staff room. 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 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.

Incidents of biting are written up in the accident and incident books and parents of both children informed. We do our best to avoid biting incidence by closely monitoring children at all times. We are aware of times when teething etc could play a role in these incidents and do all we can to prevent these. Should any significant biting incidents occur a meeting would be held with parents and a strategy put in to place to ensure no continued, prolonged periods of biting and to protect the safety and wellbeing of other children in our care.

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. A full investigation in to how and why this happened would commence and a referral to social services made if necessary. We would reflect on these findings to prevent this happening again. Care Inspectorate Wales (CIW) would be informed of any missing child.

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.

Should you wish to take a complaint further, you can send your concerns to our governing body Care Inspectorate Wales (CIW) who will look in to this further.

The address is:

CIW

Mid and South Wales

Rhud y Car

Merthyr Tydfil

CF48 1UZ