

Key Policy & Procedures

As you can imagine we have a considerable number of policies and procedures in place to ensure the safe running of the nursery for everyone. On this sheet we've detailed our guidelines surrounding the areas that we're most often asked about by parents and carers.

If you have a query about any other area please don't hesitate to speak to your nursery manager who will be more than happy to give you further details.

Partnership With Parents

At nursery we want to ensure that we involve parents as much as we can in their child's development and life at nursery.

We ask parents to please keep us up-to-date with any changes that may affect their child or the information held by the nursery relating to their child or your emergency contact details.

Our learning journals allow parents to keep up-to-date with their child's time at nursery and provides a record of their learning journey and developmental milestones. We encourage and welcome regular input from parents about their child interests via the learning journal and feedback sheets.

We will always make every effort to ensure that we work in a way that meets your expectations and respects your point of view. It is not always possible to accommodate all parents individual wishes in a nursery environment, where we can't we will explain why.

We expect parents to respect the staff and policies of the nursery and the limitations that this environment and legislation can sometimes place on how we are able to operate.

Key Person Policy

During your child's time at nursery they will have a 'key person'. This practitioner usually has responsibility for a small group of children and their role is to help your child feel safe and secure whilst they are in nursery. They'll look to develop a strong relationship with you and your child and alongside fellow practitioners will use their knowledge of your child's individual interests and needs to shape their ongoing learning and development.

Health and Safety

The company believes that high standards of health, safety and welfare are an integral part of good business management and these will rank equal in importance with other key business elements.

The company will comply with the provisions in relevant legislation. It will take all reasonable steps to protect everyone that may be affected by its activities and facilities by implementing safe operating procedures to eliminate foreseeable hazards. It will respect legal standards and quickly implement changes as are appropriate to achieve compliance.

Confidentiality

All parents, children and staff in the nursery have the right to complete confidentiality. Please respect that staff are not able to accept invitations from any parents to form online relationships.

Food and Drink

Our ethos is to be the best in what we do, to provide children with a wide variety of fantastic food that not only meets but exceeds the 'Voluntary Food and Drink Guidelines for Early Years Settings in England'.

The nursery is committed to playing an important role in promoting healthy eating. Our nutritionally balanced menus expose children to a variety of tastes, colours and textures of food and take into consideration seasonality, sustainability and the impact on the environment. We cater for the dietary requirements of all children wherever possible.

We have a positive and welcoming eating environment, to encourage children to eat well, and develop good eating habits and social skills.

Menus are provided over a four weekly period and are displayed on the parent's notice board. Children are encouraged to drink water if they are thirsty and have access to drinking water all the time.

The nursery cannot give children any food prepared at home eg. birthday cake, biscuits etc due to guidelines relating to the safe preparation of food. You can of course bring in any shop bought food for parties etc. Please talk to the manager.



Allergies and Special Dietary Requirements

The nursery will provide special diets for those children whose health requires them.

It is the parent's responsibility to inform the nursery of any special dietary requirements relating to their child's health or any allergies. In these cases the nursery will always consult with parents or carers about their child's diet.

Parents should ensure that the manager and key person are made aware of the nature of all allergies, the possible reactions and the treatment required. All allergies will be treated as serious. Please ensure that you keep your child's key person informed of any changes relating to your child's condition.

Sickness

Children who are ill will be excluded from attending nursery as per the published exclusion sheet. It is important that you as parents are aware that children are excluded for the protection of other children within the nursery as well as for your own child's benefit. A copy of the exclusion sheet is displayed on the parent notice board.

Parents of children with ongoing medical needs will need to complete a child health declaration form. This gives full details of the condition, treatment and review period.

Parents of children who need to have medicine whilst at nursery must sign a medication authorisation form giving all details of the medication, dosage etc. Nursery will not administer any medication other than Calpol unless prescribed.

Safe Collection Policy

At Just Childcare we value the welfare of your child and have the duty to protect and safeguard all children in our care.

Parents are asked to advise nursery staff who is collecting their child when they drop the child off. Passwords are in place for adults who nursery staff may not know. Staff will not allow a child to leave with anyone they are not expecting without parental consent.

Staff will not allow the collection of any child by anyone who is or appears to be under the age of 16.

If any member of staff is concerned that an adult collecting a child has been misusing substances (i.e alcohol, illegal drugs etc) the staff are advised to inform the manager immediately. The manager will express their concern for the child's safety if they were to be taken away from nursery by this person. Managers are instructed not allow the child to leave if they feel they are at risk and to seek further assistance from the police if necessary.

Gradual Admissions

It is very important that children are settled in to the nursery gradually, as many children will not have been left before or not been in this type of environment before. This experience can therefore be a daunting one for some children. In order to prevent the child becoming distressed we use gradual admissions. Each child is an individual and will be assessed and introduced as such.

Behaviour Management

In the nursery the nursery manager will take ultimate responsibility for behaviour management.

Enabling Positive Behaviour Policy

It is important that children have a clear set of boundaries for behaviour and that there are not too many of these. These boundaries will remain consistent throughout the nursery.

We will encourage all children to have positive self-esteem; to feel good about themselves and to help them to be good. This also encourages children to be positive with other people.

If we have concerns about a child's behaviour we will discuss this with you and agree on a plan to manage any concerns with you. If you are concerned about any aspect of your child's behaviour please discuss this with your child's key person or manager.



Safeguarding Children Policy

Any suspicions about a child's welfare however small will be reported by staff directly to the Manager or Senior Member of staff.

In the nursery the Manager is the designated lead responsible for safeguarding children. In addition further senior members of staff are nominated and trained for this role. Managers will ensure that they and the other designated leads and all staff attend regular training to assist them in this role.

If a child makes allegations that they have been abused in any way the allegation will be taken seriously and the local Safeguarding Children Partnerships' guidelines followed, this may involve reporting the allegations to the local safeguarding children unit. These are legal guidelines that we MUST follow. The nursery will then follow the instructions given by this team. All allegations will be treated in the strictest confidence and taken seriously. Any minor concerns or comments will be recorded and these will be discussed with the parent.

Our primary concern is and must be the protection, welfare and safety of the children, and as such we believe that it is better to have the occasional premature action than not to protect the children in our care.

Allegations of Abuse Against Staff

All allegations of child abuse against a member of staff will be dealt with quickly and the basic principals of child protection will apply. The allegation will be reported to the manager or senior member of staff and the appropriate Local Authority Designated Officer will be informed.

Special Needs Policy

Just Childcare nurseries aim to provide a welcoming environment and appropriate learning opportunities for all children at their individual level.

The nursery Special Educational Needs and Disabilities Co-ordinator (SENDCO) manages and co-ordinates of all work to do with the special needs of children.

The SENDCO acts as a link with parents as well as other agencies in matters of SEND, and is also responsible for co-ordinating provision for children with Special Educational Needs and Disabilities (SEND). The nursery may wish to involve external agencies in the support and assessment of your child but we will always consult you and ask your consent before any contact is made.

Equal Opportunities and Inclusion

All our nurseries operate an equal opportunities policy and equality of opportunity will be given to staff, children and their families regardless of race, gender, culture, religion or special needs.

Complaints Policy

At Just Childcare we take our responsibility to provide you with the best quality care available very seriously.

Should you have a complaint about the nursery, the way we work, or a member of staff please discuss this as soon as possible with a member of the nursery management team. Many issues can often be the result of mis-communication or a simple misunderstanding so the sooner we know about them, the sooner we can resolve your query.

If you feel as though your complaint has not been dealt with to your satisfaction at your nursery, we would ask that you contact your nursery's Area Manager whose details you will find on your parent notice board or email enquiries@justchildcare.co.uk. Our senior management team will respond to your complaint.

