



PARENT HANDBOOK





About this handbook

The Parent Handbook provides key information for parents on how we operate as a nursery. We strongly believe that children develop best when there is a strong partnership between both parents and the nursery. We therefore ask that you read the Handbook carefully.

We will always inform you if there is a change in policy and the full set of policies and procedures is available to read at any time- please just speak to the Nursery Manager.



About us

Playmates Wilmere Lane is a beautiful home-away-from-home setting where children feel safe and secure while they learn and grow. Our highly qualified staff team are passionate about providing a natural and engaging environment to nurture our children in creating foundations for future life.

We believe strongly that every child is unique and develops at their own rate. We therefore ensure that all children have individual learning opportunities that allow them to explore and grow into confident children.

Playmates follows the Early Years Foundation Stage (EYFS), which sets the standards for the learning, development and care of children from birth to 5-years-old.

Every child deserves the best possible start in life. Research shows that a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right but good parenting and high quality early learning together provide the foundation needed for children to fulfil their potential.

Our Nursery Managers are Christine Clare and Jane Robinson. In addition, Joanne Parrington oversees the nursery as Area Manager. The Nursery Management actively promotes staff development and encourages a culture of continuous learning and development.

The Nursery is open fifty-one weeks a year, from 7.30am until 6.00pm, only closing on bank holidays and the week between Christmas and New Year. The Nursery adopts an inclusive environment and caters for children and families of diverse background, including those with additional needs.

The Nursery has four base age groups, each devoted to caring for a specific age group and developmental stage.

- Caterpillars (0 – 12 months)
- Butterflies (12 – 24 months)
- Ladybirds (24 – 36 months)
- Preschool (36 months +)

Children move rooms as and when they are developmentally ready, allowing flexibility in this structure.

Within the nursery we have different ratios of staff to children. The number of staff to children depends on the age of the children. The ratios that we adhere to, which are set out by Ofsted our governing body are listed below:

- Children aged 0-2 years – one adult to three children
- Children aged 2-3 years – one adult to four children
- Children aged 3-5 years – one adult to eight children



Admissions Policy

Telephone: 0151 495 2939

Email: wilmere@playmatesnurseries.co.uk

Our aim at Playmates Wilmere is to provide a happy and safe environment with individualised learning for all children. We operate an Inclusion and Equality Policy and ensure that all children have access to nursery places irrespective of their gender, race, disability, religion or belief.

Registration procedure

- Parents are advised to register their interest by contacting the nursery;
- Our prospectus and current fee information is sent to the family;
- Parents are then invited to arrange an appointment to visit the nursery and meet the Nursery Manager;
- The Nursery Manager will send the Registration Form, Terms and Conditions and Parent Handbook to the family;
- Places, subject to availability, will be offered to parents with priority given to children with siblings already at the nursery and to those that require full day care;
- After parents complete and return the Registration Form and associated documents listed below to the Nursery, an acceptance letter will be sent to parents confirming their child's place;
- Fees are payable monthly in advance and are generally reviewed on an annual basis.

Government funding

Playmates Wilmere supports families who can access the Government's 15 and 30 hours entitlement for qualifying 2, 3 and 4-year olds. Eligibility for funded places is usually the term following your child's second or third birthday.

Documents required to be returned to the Nursery

- ✓ Completed Registration Form;
- ✓ Copy of the child's birth certificate;
- ✓ Completed Direct Debit Mandate;
- ✓ Registration fee paid.



Arrivals and departures

Children will usually be dropped off and collected by their parents or by those who hold parental responsibility. The nursery is informed of who holds parental responsibility at Registration.

We understand that occasionally it might not be possible for parents to collect their child from nursery. In those situations, parents must inform the Nursery Manager as soon as possible.

Parents should give the Nursery Manager the name of the person collecting the child, as well as a password. The nursery will not release the child to anyone except to the named person, who will also be asked for the password given by parents.

This person will be considered an authorised person solely for the day of pick up and not on an ongoing basis. The authorised person must be over the age of 18.

Bank account details

Our bank account details are as follows:

Bank: HSBC
Account number: 21096389
Sort Code: 40-11-60

Change of sessions

Subject to availability and the nursery's minimum session requirement, parents may increase or decrease their child's booked sessions. To reduce the number of booked sessions, you must give the nursery at least 1 month's written notice.

Please contact the Nursery Manager for a Change of Sessions form and return the completed form to her.

Child absence

We recognise that, from time to time, children may have to miss nursery because of illness or family circumstance. However, we do require parents to inform us of any absences, either in advance or on the same day.

If a child is not present in nursery one hour after his/her session started, the Nursery Manager will contact parents.

Parents will be asked to explain the child's absence. The Nursery Manager, along with the child's Key Person, will then undertake a review of the child's circumstances to establish whether the child is vulnerable to harm and/or has a history of non-attendance.

A decision will then be made whether to involve outside agencies.

Child attendance

All children will be signed in and signed out each day by a member of staff, recording the exact times of their arrivals and departures.

Children's own toys

We encourage children to leave their toys at home. If a child wants to bring a comforter toy in with him/her, it must be clearly labelled so our staff knows who it belongs to. Parents are responsible for ensuring the comforter is taken home at the end of the session.

Complaints procedure

We believe that children and parents are entitled to expect courtesy and prompt care attention and we aim to provide a high quality, efficient and accessible service to parents and children.

However, from time to time, a complaint may need to be made about some aspect of the setting or indeed an individual member of staff. We anticipate that most concerns will be resolved quickly through an informal channel, but if this does not achieve the desired result, the complaints procedure is as follows:

Stage 1: Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we cannot be effective in resolving them. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage 2: If the informal channel proves unsatisfactory, please contact the Nursery Manager. She may deal with the complaint directly or call a meeting with other members of management to discuss the complaint in detail. If a meeting is called, management will investigate the complaint within 10 working days.

If the complaint involves another parent/child/member of staff, they may be asked to attend the meeting to answer appropriate questions. Any witness to the complaint/incident may also be asked to attend the meeting. A written record of the meeting will be made.

Stage 3: If Stage 2 proves unsatisfactory, or the complaint is regarding the Nursery Manager, your complaint should be made in writing to the Area Manager who's contact details are displayed on the parent notice board. We will aim to fully investigate the matter within 10 working days. A formal response will be sent to you and shared with all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from



the investigation. The Area Manager will arrange a time to meet with you to discuss the complaint and our response to it.

If you are unhappy with the result, your complaint may be investigated by:

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231

Website: www.ofsted.gov.uk/parents

A full written report will be made to the setting.

External photographers

On occasion external photographers come to the setting to photograph the children for events including summer fêtes or graduation.

The nursery will inform parents of these events in advance. The nursery must receive parental consent for photographs to be taken at these events where an external photographer is involved. If parents do not respond, we will assume parents have not given their permission.

Extreme weather

The extreme weather policy exists to ensure the safety and well-being of all children, staff and visitors.

The Nursery reserves the right to prevent children from going outside if the Nursery considers it unsafe for the children to do so.

In rare cases, should the weather be too extreme to operate safely, the setting may be forced to close. In these situations, fees will not be refunded.

Food and drink

Mealtimes are a happy, social occasion for both staff and children alike. Our nursery is committed to offering children healthy, nutritious, balanced meals and snacks that meet the individual requirements of all children.

The nursery employs a chef who designs a wholesome menu appropriate for all seasons and diets. If your child has a special dietary requirement, this should be noted on the Registration form.

Parents are asked not to bring in their own food to the nursery as this may cause problems with allergies for other children.

Parents are asked to provide their own formula milk which is clearly labelled.

If a child develops an allergy after Registration, parents should immediately inform the nursery and we will adjust accordingly.

Illness

Nursery is a fun, stimulating and, on occasion, noisy environment. We recognise, however, that this is not the best environment for a sick child, who needs special care, comfort and sometimes, medical attention. Therefore, we recommend that any child who is unwell does not attend the nursery.

The nursery monitors all children for signs and symptoms of illness including chickenpox, measles, diarrhoea, vomiting, and fever.

With the welfare of all our children in mind, if in the opinion of a member of staff, a child is or appears to be unwell, we will contact parents and request that they pick up their child as soon as possible.

The nursery follows guidelines issued by the Department of Health which state how long a child must remain at home after certain infections. This list is displayed on the parent board within the nursery.

As a reminder, as per our Child Absence Policy, if a child is ill and will not be attending nursery, parents must contact the nursery at least one hour before the child's session informing us of this.

If a child falls seriously ill while at nursery, we will immediately contact his/her parents and call the emergency services. If we are unable to reach the parents, the Nursery Manager will assume charge and, if necessary, accompany the child to the hospital along with his/her medical details as recorded on the Medical Requirements/Allergy Form, Permanent Medication Form, Permanent Medication Administration Form, Prescribed Medication Form and Registration Form, if relevant. Remaining staff will continue to attempt to contact the parents.

Inclusion

The nursery operates an Inclusion Policy designed to ensure that all children are treated fairly regardless of their race, religion or abilities.

Intimate care

Intimate care routines are essential throughout the day to ensure a child's basic needs are met. This includes nappy changing, supporting toileting, changing clothes, first aid treatment and specialist medical support.

To maintain privacy, these actions will take place on a one-to-one basis and, wherever possible, will be actioned by the child's Key Person, except for first aid treatment, which is always to be conducted by a qualified first aider.



We wish to ensure the safety and welfare of all the children involved in intimate care routines and safeguard against any potential harm. We also wish to ensure that the staff member involved is fully supported and able to perform their duties safely and confidently.

Parents are asked to provide their own wipes, nappies and nappy cream.

Invoices

Monthly invoices are processed by our Head Office at Storal Learning. If you have any questions or queries on your invoices, please contact invoices@storal-learning.co.uk.

Key person

Our nursery ensures that each child is assigned a key person. The key person's role is to:

- Ensure every child's care is tailored to meet their individual needs;
- Help the child become familiar with the setting;
- Develop a settled relationship with the child;
- Build a strong relationship with parents.

Learning and development

Our aim is to provide an environment where we support all children attain their maximum potential. We maintain a personalised record of each child's development, showing their abilities, progress, interests and any areas that might need further staff or parental assistance. We acknowledge that children learn in different ways and at different rates and plan for this accordingly.

We follow the Early Years Foundation Stage (EYFS) curriculum set by the Department for Education. This curriculum is designed to support a child's holistic learning and development through play-based activities.

We view all aspects of learning and development equally, ensure a flexible approach is maintained, and respond quickly to individual needs. For example, we develop tailor-made activities based on individual observations, which, in turn, inform future planning.

All staff attend regular training on the curriculum and issues relating to EYFS to improve their knowledge and ensure they are providing the best possible opportunities for the children in our care.

Medical requirements

Before a child starts nursery, his or her specific needs will be discussed with the Nursery Manager. A Medical Requirements/Allergy form will need to be filled out if required. This form can be obtained from the Nursery Manager. All relevant information will then be shared with the members of staff involved in the child's care. In some

cases, specialist advice may be required, and specific training given to staff.

Careful consideration will be made for children with medical conditions or allergies when planning activities to ensure individual needs are met and that children are not put at risk. Risk assessments will be carried out where necessary.

Meals and snacks will be catered for the child where required.

Medication policy

Medication that had been prescribed by a doctor e.g. antibiotics will be administered as follows:

The parent must give written consent to the nursery by filling out a Medication Form. It will state the medication, duration that the medicine is to be administered for, dosage, reason the child is taking the medication, and the time of day the medication should be administered. Please note the nursery will not make changes to dosages and times on the original parent instruction- if any changes are to be made, a new form should be filled out.

Calpol will only be administered if a parent has given consent in writing stating the dosage. If Calpol has been administered by a Manager or a Senior Practitioner, the parent is obliged to pick up the child from Nursery because Calpol masks any underlying illnesses that can spread to other children.

If a child is on long term medication such as inhalers, a letter of written consent will be required from the parents detailing the time and dosage times it is to be administered, along with any special instructions. A copy of this letter will be kept in the child's individual file. Parents will need to sign a permanent medication form. This form will be kept in the child's personal file.

For children who require medicines under certain circumstances, for example epilepsy, asthma or diabetes, parents should meet with the Nursery Manager to discuss the issues involved. We will aim to meet the needs of your child and seek additional training where applicable.

Notice of termination

If you wish to terminate your child's place at nursery, you must provide one month's written notice to the Nursery Manager.

You should fill out a Notice of termination form and return it to the Nursery Manager.

Outings

As part of the EYFS Curriculum, the nursery may take children on planned outings. Parents are required to sign a consent form prior to their child going on an outing.



We ensure all outings are beneficial to the children, enhancing their learning experiences whilst also ensuring their safety and wellbeing.

The nursery undertakes a full risk assessment of all venues prior to a visit. This is available for all parents to read.

Parental involvement

We believe that, for children to receive the highest quality care and early years education, nursery staff should work closely with parents to develop a strong partnership and facilitate two-way communication.

Some of the ways we look to involve parents include:

- Creating opportunities for parents to talk to each other through open days and parent evenings;
- Informing parents about their child's daily routines, food provided and activities within the setting;
- Updating parents on their child's progress and development, both verbally and through learning journals.

Photographs

Our nursery uses photographs to document children's learning and development either in paper or online learning journals.

Parents grant consent for this on the Registration Form. We recommend parents give consent for this, as photographs are a key tool for documenting a child's progress and sharing key moments with parents, all of which bolster parental engagement.

The use of all data is governed by our Privacy notice.

Privacy notice

Playmates Nurseries Ltd is committed to protecting the privacy and security of your personal information. The privacy notice describes how we collect and use personal information about you before, during and after your relationship with us, in accordance with the General Data Protection Regulation (GDPR). It applies to all parents, pupils and other interested parties.

A full copy of our Privacy Notice is available on our website and within the nursery.

Settling in

Our primary aim is to ensure that all children feel safe, stimulated and happy in our nursery. Likewise, we want parents to have confidence in their children's wellbeing and understand their role as partners to the nursery.

Before a child starts in our nursery, he or she is given a series of bespoke settling in sessions which offers a happy and smooth transition into our nursery.

We judge a child to be well settled when they have formed a relationship with their key person and other staff, are familiar with the environment and participate in activities alongside other children.

Sun protection

Our aim is enable children to safely learn and play outside and provide adequate protection from the sun.

Parents are asked to bring their own sun cream for their children. Please ensure this is a minimum Factor 50 sun cream with a minimum 4-star rating.

If parents do not bring their own sun cream, the nursery has its own sun cream and will apply it accordingly. Consent for this is given on the Registration form. Children who do not have sunscreen consent may be restricted from playing in the sun.

Uncollected children

If parents are late when collecting their child, they should:

- Call the nursery to advise of their situation;
- Ask a designated person to collect their child if they are unavoidably delayed;
- Inform the Nursery Manager of this person's identity along with a safety password.

If a child is not collected at the nursery's closing time:

- The Nursery Manager will attempt to contact all parents and/or legal guardians as shown on the Registration Form;
- If unsuccessful, the Nursery Manager will contact the child's emergency contact noted at on the Registration form;

If after 30 minutes the child has still not been collected and the nursery has been unable to contact a parent or emergency contact, then:

- The nursery will contact the local authority social services;
- The child will remain at the nursery with two members of staff until the child is collected either by the parent or social services;
- Social services will attempt to locate the parent, but if they are unable to do so, they will admit the child into the care of the local authority.