

Nursery Child Sickness Policy



General

The Nursery provides an environment that is healthy for all attendees (employees & children). In order to maintain such an environment, all staff and children need to be fit, well and in good health; sick children i.e. those who pose a significant risk of infection to others, should remain at home.

Nursery Exclusion Periods

The following table provides the sickness exclusion policy adopted by the Nursery recommended by The Health Protection Agency:

Illness or Condition	Exclusion Period
Bronchiolitis	Until the child has fully recovered
Chicken pox	Until at least 5 days after the appearance of the last crop of spots, when they are fully crusted over <i>and</i> when the child feels well enough.
Conjunctivitis	Until the eye is treated and appears normal again and at least 48 hours after the first course of antibiotics
Diarrhoea and/or vomiting	Until 48 Hours from the last episode of diarrhoea or sickness
“Slapped cheek” disease	Until the child feels physically well
Hand foot and mouth disease	Until all the blisters have healed
Head lice	Until the first course of treatment has been given
Hepatitis A	Until the child feels well <i>and</i> for 5 days after the onset of the jaundice
Impetigo	Until the infection has completely healed
Measles	Until at least 5 days after the rash first appears and the child is well enough
Mumps	Until 5 days after the onset of swollen glands and when child is well enough to return to nursery
Ringworm	After the first course of treatment has been given
Rubella (German Measles)	Until at least six days after the rash first appears <i>and</i> the child is well enough
Scabies	After the first course of treatment has been given
Scarlet fever	48 hours after the first course of antibiotics has been given and the child is well enough
Shingles	Exclude if rash is weeping and cannot be covered
Threadworms	After the first course of treatment has been given
Verrucae	The verruca must be covered with a waterproof plaster or application of proprietary treatment or clear nail vanish
Whooping cough	5 days after the first course of antibiotics has been given and the child is well enough
A child on antibiotics	Until at least 48 hours after the first course of antibiotics has been given and the child is well enough
Meningitis viral	Until the child is well enough
Meningitis (meningococcal)	At least 48 hours after treatment of antibiotics and only when child is fully recovered.
Meningitis (due to other bacteria)	At least 48 hours after treatment of antibiotics and only when child is fully recovered.

If a child is found to have an infectious disease during a nursery session the parent/guardian will be immediately informed and the child will be excluded in accordance with the table above.

Informing the Nursery of Child Sickness

Parents/guardians of sick children kept at home are asked to inform the Nursery of the condition affecting the child as soon as possible.

Parents/guardians of sick children are asked to apply the exclusion policy as detailed in the table above.



Cuts & Sores



Cuts and open sores are potentially high-risk areas for infectious diseases. Employees and parents/guardians are asked to ensure that children having cuts or open sores have the area appropriately dressed prior to attending the Nursery.

Nursery Child Sickness Procedures

If a child becomes unwell whilst they are at the Nursery employees are to ensure that:

- The parents are contacted immediately
- A suitable rest area is allocated to the child
- A member of staff remains with the child at all times



Incidents of Vomiting & Diarrhoea

Where possible, the Team Leader or Key Person should attempt to ascertain the nature of the child's illness.

After the second bout of either diarrhoea or after the first bout of vomiting, the staff member is to inform the child's parent/guardian and to request that the child is collected from the Nursery.

The parent is asked to keep the child at home for 48 hours after the last bout of vomit or diarrhoea.

High Temperatures

Suspicious of high temperature should be checked using an aural thermometer.

If the child's temperature is above 38°C the parent/carer is called to advise them of the child's condition

Employees may attempt to reduce a child's temperature by:

Try to contact the parents to request permission to give Calpol or other similar medication to reduce the temperature. If the parent or emergency contact cannot be contacted then the 'standing consent form' can be used.

Stripping the child down to their vest or nappy and removing sock and shoes.

Application of a cool compress to the back of the child's neck

High temperatures may also be controlled through the use of Calpol or other similar medication; telephone permission is to be obtained from the parent/carer. The medication consent form is to be administered in accordance with the Nursery Medication Policy and Procedures.

Persistent high temperatures (i.e. lasting longer than 30 minutes) will necessitate the collection of the child by the parent/guardian.

Allergies

Child allergies are potentially serious and may even be life threatening. Team Leaders are to ensure that the following procedures are followed:



A parent has notified the Nursery by letter or via the registration form to inform us that their child has an allergy.

Ensure that a medical plan is obtained from the family's doctor or medical professional

Ensure that the child's on-line registration documents are annotated with the details of the allergy, including symptoms and emergency treatment

Ensure that an I Am Special poster is produced and displayed prominently in the Nursery

Carry out any actions necessary to reduce the risk of contact with any substance that may precipitate an allergic reaction

Ensure that all employees are made aware of the child's condition

Nursery Medication Policy



General

In accordance with regulatory requirements, it is the policy of the Nursery to seek parental consent prior to the administration of prescribed and non-prescribed medicines to children in our care.

Team leaders are responsible for the safe administration of all medicines to children within their department. The Nursery has contingency arrangements in place which ensures that if a parent cannot be contacted then the child has an un-prescribed medication form or an 'Open Ended Calpol Consent Form' whereby appropriate medication can be administered without parent's permission on the advice of one of the Nursery Manager or Managing Director.

Anti-biotics

Children are not allowed into the nursery for 48 hours after antibiotics have been prescribed.

Storage

All medicines are to be stored in either a locked cupboard or in a cupboard that is out of the reach of the children within the nursery rooms, or if required in a sealed clear bag (clearly labelled with the relevant medicine form inside) in a refrigerator.

Nursery Sun Barrier Policy

General

Children attending the Nursery will have the opportunity to play in the fresh air throughout the year.

It is Nursery policy that children in our care must be protected from the harmful effects of the sun when playing outside.

Therefore, during enrolment, parents/guardians will be asked to consent to the application of sun creams to their children by a member of staff and to supply a suitable sun hat for the use of their child whilst at the Nursery plus a bottle of labelled sun cream.

If a parent does not wish for their child to have sun cream applied then the parent/guardian must either apply an 'all day' sun cream or supply cool UV resistant clothing that as a minimum covers the child's arms and legs.



Nursery Children's Shoe Policy

General

Children attending the Nursery will have the opportunity to play in the fresh air throughout the year.

It is Nursery policy that children in our care must wear the correct footwear at all times to prevent accidents happening.

For both playground safety reasons as well as precaution in case of a fire emergency it has been decided that both Crocs and flip-flops cannot be worn at nursery. Crocs and flip-flops provide little support and they can easily slip off during physical activity.

Children should wear sandals which are able to fit tightly to the foot, such as Clarks Doodles, open toed sandals with a strap or trainers.





Nursery Complaints Policy

General

The Nursery believes in delivering the highest quality of childcare to the public sector and will strive to do so with the minimum of complaints. The Nursery is aware that parents not only have a right to expect the highest of childcare standards but also have the right to complain if they perceive that those standards have not been met.

The Children's Act places an obligation on local authorities to establish complaints procedures; the implementation of the Nursery Complaints Policy is a vital part of that process.

The Nursery undertakes to investigate all complaints and take appropriate actions in response to that complaint.

Nursery Complaints Procedure

In the event of a complaint being made by a parent or guardian the following actions are to be taken by Nursery employees:

The employee is to reassure the parent/guardian that the complaint will be fully investigated.

The employee is to ascertain as many of the facts surrounding the complaint as possible, preferably asking the parent to put in writing or making a note of the complaint if necessary.

The employee is to inform the Nursery Manager of the complaint as soon as possible, handing over of the verbal information and any written details of the event. In the absence of the Nursery Manager the complaint is to be passed directly to the Managing Director.

The Nursery Manager will carry out an investigation as soon as practicable (within three working days).

The Nursery Manager will present the findings of the complaint investigation to the parent/guardian, paying particular care to explain corrective or remedial actions taken by the Nursery.

Should a complainant not feel satisfied with either the findings of the investigation or the subsequent actions undertaken, they are to be referred directly to the Managing Director.

Following all occasions of complaint, the Nursery Manager is to ensure that a follow-up letter is sent to the relevant parent/guardian and that the records of the investigation etc are retained in the child's folder and the details of the complaint is recorded in the Complaints Folder held in the Administrative Office.

Should a parent continue to express dissatisfaction with the outcome of this procedure, they are to be referred to Ofsted at the following address:

Ofsted,
Piccadilly Gate
Store Street
Manchester
M1 2WD



Exchange of Information Policy



General

In order to help support our children and their families the nursery incorporates an 'information sharing' policy. The information is useful in helping to settle children, incorporate their choices, likes and dislikes into the nursery routine and helps the practitioner to understand their key children and develop opportunities to aid their future learning and development. The Nursery uses Exchange of Information books to share information between the Nursery and other settings such as schools, childminders and pre-schools.

Organisation of Exchange of Information books

When a child attends the Nursery that also attends another setting the Key Person is responsible for ensuring that an 'Exchange of Information' permission letter is given to the parent(s)/carer.

The parents or carer must give permission first before the Exchange of Information book is issued.

Once permission is granted, the Key Person must ensure that a book is issued to that child.

After each session that the child attends Nursery the Key Person must write a small comment about that child's day.

The Exchange of Information book is then sent home and the other setting is also encouraged to use the book and the information recorded.

Parents are asked to put the communication book in the 'communication basket' in the rooms where these are used.



Safeguarding Children/Child Protection Policy

General

At **Cuddles Day Nursery** we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures. Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures.

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2015).

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities

- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The nursery aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behavior
- Ensure staff understand how to identify early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Borough of Poole Local Safeguarding Children Board
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate

- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that children are never placed at risk while in the charge of nursery staff
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the nursery premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Borough of Poole Local Safeguarding Children Board.

We will support children by offering reassurance, comfort and sensitive interactions.

We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group.

Mobile Phone Policy

General

In light of recent events in regard to safeguarding children and the use of mobile phones within the nursery setting, the Senior Management Team at Cuddles have decided to implement a mobile phone policy.



Mobile Phone Policy

All staff must ensure that their mobile phone is put in their locker during working hours.

Only the administration staff and managers may have their mobile phones to hand whilst in the office during working hours.

During school pick-ups or nursery outings the nurseries own mobile phones must be used. These telephones do not have a camera incorporated within them.

If any staff member has a family emergency and would like to keep their mobile close at hand, then the Nursery Manager or a member of the Senior Management Team must be consulted and give permission for this to happen.

Under no circumstances must cameras of any kind be taken into the bathroom.

If photographs need to be taken in the bathroom i.e. of children washing their hands then management must be told and staff must be supervised whilst carrying out this activity by someone in a senior role i.e. Team Leader / Nursery Manager.

Anyone found to be none compliant with this policy would face disciplinary action.

Parents are requested not to use mobile phones within the nursery environment

Digital / Video Image

General

Every child in our care deserves to be protected from the misuse of photographic and video images of themselves, taken whilst they attend the Nursery.

As a Nursery we realise that photographs are a vital way to support the children's development and engage parents in their learning through the use of photographs and allows us to keep a record of their activities and achievements.

All parents have the opportunity to sign to give their consent for photographs to be used in this way on their child's registration form, therefore children and staff may use digital cameras or other devices to record evidence of those activities as part of their work. These images may then be used in Learning Journeys, displayed within the nursery, used in presentations and to celebrate success through their publication in Nursery newsletters.



Digital / Video Image Policy

Staff are only allowed to take photographs or video children in the Nursery setting or on trips on a nursery camera or video recorder. The images taken and stored on the camera must be printed and then deleted, ideally once a week.

At no time are staff allowed to use cameras or video cameras not belonging to the Nursery to take any images of the children.

Children in the Nursery, Out of School or Holiday Club are not allowed to have devices capable of taking photographs or videos in their possession whilst they are in our care, unless requested by staff to use for a specific project e.g. technology day. This includes such devices as mobile phones and portable games or music consoles. Any child found with such a device will be asked to hand it to a member of staff for safe keeping and it will be put in the office until the end of the day. Any images stored on the device that have been taken in the setting will be deleted.

Cameras will never be used in the toilet / changing areas. A child will never be photographed when their nappy or clothes are being changed, unless directed to do so by Poole Social Care Team.

If other agencies or as a nursery we were going to use any photographs for outside publicity purposes then we will ask parental consent beforehand and all consent will be given in writing, clearly stating what publications the image will be used in.

If a parent /carer does not give permission for their child to be photographed, all staff will be informed so that all reasonable steps can be taken to ensure that the child is not included in any photographs.



Nursery Child Behaviour Policy

General

The Nursery Behaviour Policy is based upon the sincerely held belief that children and carers of children flourish best in an ordered environment in which everyone knows what is expected of them; children will be free to develop through play without fear of being hurt or hindered and employees will represent a positive role model, encouraging children to follow their example.

Notwithstanding, this policy outlines the rules governing the conduct & behaviour of children attending the Nursery. The policy will be explained to all newcomers - children, parents and employees.

All Nursery employees will ensure that the rules detailed in the policies & procedures are applied consistently so that children have the security of knowing what to expect and can build up useful habits of behaviour.

Teamwork

All employees are encouraged to work together as a team in the nursery to overcome behavioural difficulties, involving the parents whenever possible. Through dialogue carers should strive to establish causes or triggers of potentially poor behaviour.

Reinforcement of Positive Behaviour

It is Nursery Policy that no child will be labelled as '*naughty*' and interacting with the child *before* occurrences of unacceptable behaviour will decrease the chances of them manifesting. Carers will regularly praise acceptable behaviour in order to reinforce this message and endorse desirable behaviour, such as kindness and willingness to share.

All employees should aim to establish and maintain an environment in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and understanding. Children should be made to feel secure, happy and genuinely cared for.

Resolving Unacceptable Behaviour

Children who misbehave will be given 'one-to-one' adult support to resolve the problem and work towards a better pattern of behaviour.

In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome.

Nursery Behavioural Procedure



Managing Unacceptable Behaviour

If a child presents unacceptable behaviour the following steps will be used:

1. An adult will become involved in the child's play and try distraction techniques such as offering different activities or using positive verbal direction.
2. An adult will interact with the child praising observed 'good' behaviour.
3. Using a calm voice, an adult will attempt to talk to the child and explain that their behaviour is unacceptable. They may use words like "stop" or "no"
4. A verbal warning will be given to the child concerned explaining the implications of continued unacceptable behaviour
5. An appropriate measure will be enforced i.e. move the child to another activity or appropriate time-out given for the age of the child
6. An adult will then praise any good behaviour seen and explain why it was good
7. An ABC chart will be started if the unacceptable behaviour continues

If a child displays behaviour that is dangerous to him/herself or another child, the adult will commence behaviour management at Step 3.

If the specific area of the ABC has been identified, then this should be recorded and an individual behaviour plan with suggested actions and goals to work on should be discussed with the child's parents.

If concerns continue then the ELAT can be consulted for advice. This can either be with the parent's permission or on a 'no-name' basis.

Nursery Exclusion Policy

General

It is the general policy of the nursery to consider exclusion of a child only as a last resort and one that should be avoided by all practical means. However, under certain circumstances, the exclusion of a child may be the only option open to the Nursery management team.

Reasons for Exclusion

Notwithstanding the nursery's general policy, exclusion may be considered in one or more of the following circumstances:

A child exhibits repeated violent and/or uncontrollable behaviour

A child persistently directs abusive or threatening language towards either a member of staff or to another child

Persistent asocial behaviour or problems of an indefinable nature

The child through his/her behaviour is perceived to represent a physical risk to him/herself, to other children or to members of the nursery staff

Nursery Exclusion Procedure

Should a child begin to exhibit extreme antisocial behaviour or is disruptive or violent, nursery staff will initiate the following actions:

Nursery staff will execute the Nursery Behavioural Policy and Procedures

If the behavioural problems persist

The parents of the child will be consulted so that an action plan can be formulated

Specialist advice, assistance and help will be sought from the Borough of Poole Education Department

A meeting with all relevant parties will be held to discuss the behavioural issues and to agree upon an action plan

Nursery staff will report progress to the child's parents on a daily basis

The Borough of Poole will be asked to provide and fund 1to1 assistance for the child

Regular meetings will be held with all relevant parties

If there is no improvement in the child's behaviour or the behaviour constitutes an immediate threat to another child or member of staff, the child will be excluded

A letter to the parents/guardians will be sent informing them of the nurseries decision to exclude the child

Collection by a Minor Policy

The Nursery deems a minor as a person under the age of 16. As the nursery holds a duty of care over the children that we look after the Nursery does not advocate the collection of any child by a minor. The Nursery understands that in some instances a parent may be under the age of sixteen and therefore collection of that child will be allowed. The Nursery takes no responsibility for who brings the child into Nursery however we advise that parents ensure that the suitable person is over the age of sixteen and is responsible for the care of the child.



Collection by a Minor Procedure

In any circumstance whereby a minor has been requested to collect a child the Nursery will;

- Telephone the parents immediately to inform them of the policy.
- Request that the minor waits with the child in the setting until an adult is available.



Late Payment Policy

If you pay your fees by any method other than by a direct debit payment, it must be received within 5 working days of the first of each month.

Other payment methods include electronic vouchers credit/debit card cash and transfers directly into our bank account.

Fees paid by direct debit will be collected on the first working day of each month. The direct debit facility is managed by GoCardless. You will be notified by email the amount to be collected by direct debit.

An administration charge of £40 will be levied for each occasion that your fees remain unpaid by the 7th of the month unless previously agreed by us.