

Social Network Policy

Gigglers have a Facebook page now so we can share information and events that occur at nursery on a frequent basis.

Gigglers Day Nursery will:

- Obey the law. We will not post any information or conduct any online activity that may violate applicable local or national law.
- Never use a client's name within a post unless we have permission to do so.
- Post true and accurate comments.
- Not comment on clients personal pages or contact through private messages.
- Never disclose confidential information.
- Never post photos of children of whom we have no consent to do so.

Parents are to:

- Never contact staff via their personal page or private message.
- Do not put the nursery in to disrepute.
- Not post comments or any media that has not been proven to be accurate and correct.
- Respect the comments made by other Facebook users.

Signed: _____ Date: _____

Print Name: _____ Parent of: _____

Signed on behalf of Gigglers: _____

Name: _____ Position: _____

Permissions

I give permissions for my Child (please state full name)

To have their photo published on Gigglers Day Nursery Public Facebook Profile. Viewing your child's photo is a nice way to see them enjoying themselves at nursery but please be aware that as the page is public, your child's photos can be seen by

anyone visiting our page. You must also be aware that other parents may tag themselves into photos if their child appears on the same photograph.

Signed:

Date:

—

Safeguarding Policy

Safeguarding and promoting the welfare of children, for the sake of 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.

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

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. Safeguarding is a much wider subject than the elements covered within this single child protection policy, therefore this document should be used in conjunction with the other nursery policies and procedures.

At Giggles Day Nursery will 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 and to be safe from any abuse in whatever form.

To this end we will:

- Create an environment to encourage children to develop a positive self-image
- 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
- Always listen to children.

Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery manager at the earliest opportunity.

The legal framework for this policy is based on:

- Safeguarding Vulnerable Groups Act (2006).

Practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse. The nursery has a duty to be aware that abuse does occur in our society.

This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

Our prime responsibility is the welfare and well-being of all children 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. All staff will work as part of a multi-agency team where needed in the best interests of the child.

The nursery aims to:

- Ensure that children are never placed at risk while in the charge of nursery staff
- Ensure that confidentiality is maintained at all times

- Ensure that all staff are trained to understand the safeguarding policy and procedure, 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 i.e. bullying, discriminatory behaviour
- Ensure that all staff are familiar and updated regularly with child protection issues and procedures
- 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
- Keep the child at the centre of all we do
- Regularly review and update this policy with staff and parents where appropriate.

Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

Contact telephone numbers

- Ofsted 0300 123 1231
- Local Safeguarding Children's Board 01204 337474
- Local Authority social services 01204 337777
- Local Authority Designated Officer 01204 337474

CCTV within the nursery premises

Little Giggles Day Nursery operates a CCTV system throughout the nursery this is to promote safeguarding of the children and the staff at the premises. Please be aware that it will not be abused and this is a strict policy of the nursery.

Staff: Child Ratios

Staffing arrangement at Giggles Day Nursery must meet the needs of all children and ensure their safety.

Staff to child ratios are as follows:

1:3 Children aged under 2 years

1:4 Children age 2 years

1:8 Children aged 3 to 7 years

These ratios include any children of staff or volunteers. Regular volunteers can be taken into account in the normal staffing ratio's but students on short term placements are not.

Any person that has not got a valid C.R.B. Certificate, which the company must record the number and have seen the original, will NOT be allowed to be left alone with the children under any circumstances, but may be included in the above ratio's.

Staff under 17 will not be included in the staff ratio's and will not be left with the children unsupervised.

Unnecessary administration, cleaning or maintenance tasks will not be carried out by staff whilst responsible for children. Such tasks will be carried either when children are not on the premises or staff members not included in the minimum staff ratios.

Staffing levels should always be kept to the minimum stated in this policy. Should the staff numbers be below this ratio for whatever reason we may request that parents stay with the child whilst additional staff are arranged. On occasions when this ratio is unachievable parents may be requested to take their child home.

A staff rota is issued weekly to ensure that ratios are maintained at all times. In the event of staff shortages due to sickness absence the nursery will call upon our bank staff or use an approved childcare agency. On the extremely rare occasion that the nursery cannot meet the legal requirements and every measure has been put into place to meet these needs, we will have to close the setting if we feel the child's safety is compromised.

The rota considers key person roles, first aiders, qualifications and experiences. Staff will be listed in each room on a whiteboard daily for parents to see who is working in the room.

Potty Training

Gigglers Day Nursery supports all children in their toilet training. We work closely with parents to offer advice, guidance and support.

Children can control their bladders when they are physically ready to do so and when they want to be dry and clean. Every child is different and we understand that every child develops at different rates. It is important that some, if not all, the following signs have been observed before a child is potty trained:

- they know when they've got a wet or dirty nappy
- they get to know when they're passing urine and may tell you they're doing it
- the gap between wetting is at least an hour (if it's less, potty training may fail and at the very least will be extremely hard work for you)
- they know when they need to pee and may say so in advance

We support the parents right to start potty training, however if the process is started before the signs are there we advise parents that they may be a lot of accidents occurring despite every effort we may do.

Toilet training is a significant milestone in a young child's life and it is important not to compare children to other children who are similar in age. It is important that Parents and the staff at Gigglers know that

- most children can control their bowels before their bladder
- by the age of two, some children will be dry during the day, but this is still quite early
- by the age of three, 9 out of 10 children are dry most days – even then, all children have the odd accident, especially when they're excited, upset or absorbed in something else
- by the age of four, most children are reliably dry

It usually takes a little longer to learn to stay dry throughout the night. Although most children learn this between the ages of three and five, it is estimated that a quarter of three-year-olds and one in six five-year-olds wet the bed.

NHS Guidelines state that *“It helps to remember that you can't force your child to use a potty. If they're not ready, you won't be able to make them use it. In time they will want to use it – your child won't want to go to school in nappies any more than you would want them to.*

In the meantime, the best thing you can do is to encourage the behaviour you want.

Most parents start thinking about potty training when their child is around 18 to 24 months old, but there's no perfect time. It's probably easier to start in the summer, when washed nappies dry more quickly and there are fewer clothes to take off. Do it over a period of time when there are no great disruptions or changes to your child's or your family's routine.”

At Gigglers we will:

- Provide Potties or child height toilets for children. Toilets are encouraged other the potty as it is more hygienic, however if a child feels more comfortable in using a potty we will support this.
- We will make a sticker reward to praise and encourage your child to use the toilet or potty.
- We will support age appropriate independence when a child toilet trains such as hand washing and cleaning themselves after they have been to the toilet and support where needed.
- We will respect privacy and encourage the children to gain an understanding about their own bodies.
- Communicate with parents about how the children are doing with their toilet training.
- Activities to promote toilet training will occur within the room such as reading stories about it or providing role play toys such as toy potties and dolls.
- Offer advice and direct to other services that may offer help and advice to parents where needed.

- Frequently remind and ask a child as they began toilet training if they need the toilet.
- Mirror language used at home. For example, if underpants are called “Pants” or “trunks” etc.

Parents are requested to:

- Toilet training must occur at both at home and at nursery.
- Bring their child into nursery in underpants or knickers. Bringing a child in a nappy or a pull up may cause confusion and more accidents within the day. We appreciate that some children will be coming on long journeys so we advise that parents encourage children to use the potty before they leave the home or other methods to promote continuous wear of knickers or underpants.
- Bring plenty of underwear, socks, pants, tops and spare shoes. Wipe able shoes are good to wear during toilet training. We can never anticipate how many accidents a child has in the day therefore plenty of clothes are required.

Promoting Positive Behaviour

Our nursery believes that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children e.g. biting

- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and are consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key worker system enabling staff to build a strong and positive relationship with children and their families
- Have a named person who has overall responsibility for issues concerning behaviour.

The named person *Laura Thomas* for managing behaviour will advise other staff on behaviour issues and along with each room leader will keep up-to-date with legislation and research and support changes to policies and procedures in the nursery; access relevant sources of expertise where required and act as a central information source for all involved; attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. A record will be kept of staff attendance at this training.

We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of the nursery.

Nursery rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult e.g. biting, or through verbal bullying, will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

When children behave in unacceptable ways:

- Physical punishment such as smacking or shaking will be neither used nor threatened,

- Children will not be singled out or humiliated in any way. Staff within the nursery will re-direct the children towards alternative activities. Discussions with children will take place respecting their level of understanding and maturity
- Staff will not raise their voices in a threatening way
- 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
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions
- Parents will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellors
- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively
- Confidential records will be kept on any negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs
- Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented
- In the event where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. the manager should complete risk assessments identifying any potential triggers or warning signs ensuring other children and staff safety at all times. In these instances it may be that the child is removed from that area until they have calmed down and/or restraining techniques are used by trained staff

- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Anti-bullying

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.

Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately. At our nursery, staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or harmless it may seem
- Staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out
- Any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we

can ensure our children feel confident and secure in their environment, both at home and in the nursery

- All concerns will be treated in the strictest confidence.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

Nutrition and Meal Times

Mealtimes should be a happy, social occasion for children and staff alike. Positive interactions should be shared at these times and enjoyed. Gigglers Day Nursery is committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at the nursery
- Menus will be planned in advance, rotated regularly and reflect cultural diversity and variation. These will be displayed for children and parents to view
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings
- Menus will include servings of fresh fruit and vegetables per day
- Parents and children will be involved in menu planning
- Fresh drinking water will be constantly available and accessible. It is frequently offered to children and babies
- Individual dietary requirements will be respected. We will gather information from parents regarding their children's dietary needs including any special dietary requirements, preferences and food allergies that a child has and any special health requirements before a child is admitted to the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- Staff will show sensitivity in providing for children's diets and allergies. They would not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy

- Staff will set a good example and eat with the children and show good table manners. Meal and snack times will be organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children will be encouraged to use their manners and say 'please' and 'thank you' and conversation will be encouraged
- Staff will use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff will support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits will be respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a small helping of dessert. Children not on special diets will be encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime will be offered food later in the day
- Those children who may constantly refuse food will have a plan agreed between the staff and parents to try and find rewards and encouragement tools such as a sticker chart.
- Children will be given time to eat at their own pace and not rushed
- Quantities offered will take account of the ages of the children being catered for
- We will promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery will provide parents with daily written records of feeding routines for the babies. The Toddler and pre school children will have the meals written on the whiteboard each day and staff communicate verbally about what they have ate.
- No child is ever left alone when eating/drinking to minimise the risk of choking
- All staff that prepare and handle food are competent to do so and receive training in food hygiene.

Medical and Illness Policy

ILLNESS

Children should not be left at nursery if they are unwell. If a child is unwell then they will prefer to be at home with their parent(s) rather than at nursery with their peers. We will follow these procedures to ensure the welfare of all children within the nursery:

- If a child becomes ill during the nursery day, their parent(s) will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person. The child should be collected within an hour from when the Key person spoke to the parent.
- Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at least 48 hours. Please refer to our infectious illness exclusion list.
- It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, conjunctivitis and chicken pox to protect other children in the nursery. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children to the risk of an infection.
- If a contagious infection is identified in the nursery, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection
- It is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics. Our policy, therefore, is to exclude children on antibiotics for the first 48 hours of the course.
- The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.

- Information/posters about head lice are readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

MEDICINE

We promote the good health of children attending nursery and take necessary steps to prevent the spread of infection. If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up-to-date.

When dealing with medication of any kind in the nursery, strict guidelines will be followed.

Prescription medication

- Prescription medicine will only be given to the person named on the bottle for the dosage stated.
- Medicines must be in their original containers.
- Those with parental responsibility of any child requiring prescription medication should allow a senior member of staff to have sight of the bottle. The staff member should note the details of the administration on the appropriate form and another member of staff should check these details.
- Those with parental responsibility must give prior written permission for the administration of each and every medication:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
 2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed

3. Parents should notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.

- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter
- The parent must be asked when the child had last been given the medication before coming to nursery; this information will be recorded on the medication form. Similarly when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication). If a child becomes distressed or refuse medication, the parent will be contacted immediately and then a note will be made on the form.
- Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response.
- Wherever possible ask parents to request that GPs prescribe the least number of doses per day, i.e. three x daily, rather than four x daily.
- If a child is prescribed a new medication they have never had before, the child must remain at home for 24 hours after the first dose so that the parent can observe any allergies that may occur.

Non-prescription medication

- The nursery will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought.
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner

- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the nursery providing one specific type of medication should parents wish to use this
- If a child does require liquid paracetamol during the day and the parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child and the permissions signed on their registration form. Giving liquid paracetamol will be a last resort and the nursery staff will use other methods first to try and reduce a child's temperature, e.g. remove clothing, fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions e.g. Sudocreme, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name.
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form.
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given
- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine
- In the case of medication that may need to be given to a child due to them becoming ill during the day, e.g. liquid paracetamol for temperature reduction, parents will be contacted as soon as possible to ensure all details are correct and that they agree with the dosage being given.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, they should not be administered by any member of staff unless appropriate medical training is given to each member of staff caring for this child. This training would be specific for each child and not generic. If this causes a problem in providing appropriate care of a child, please consult Ofsted.

Equality Policy

Statement of intent

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within this nursery.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery manager or owner at the earliest opportunity.

The legal framework for this policy is based on:

- Equality Act 2010
- Children Act 2004
- Care Standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001.

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

Admissions/service provision

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Critical Incident

At Giggles Day nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability for the nursery to operate, we will contact parents via phone/text message.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide parents with alternative arrangements for childcare facilities in the local area.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The duty manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with the enquiries, e.g. by identifying items missing, areas of entry etc.
- A duty manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up-to-date with developments relating to the operation of the nursery.

Abduction or threatened abduction of a child

At Giggles Day nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitors policy.

Children will only be released into the care of a designated adult, see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call is terminated. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Other incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery

Biting

Biting is a common behaviour that some young children go through. This is part of some children's development stage and where they do not yet have the words to communicate their anger, frustration or need. At Gigglers Day Nursery we follow our positive behaviour policy to promote positive behaviour at all times.

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating exciting environment. However in the event of a child being bitten the following procedure will be followed:

The child who has been bitten will be comforted and checked for any visual injury. First aid will be administered where necessary. An accident form will be completed and the parents will be informed via telephone as soon as possible. The bitten area will be continued to be observed for signs of infection.

For confidentiality purposes and possible conflict the name of the child who has bitten will not be disclosed to the parents.

The child who has caused the bite will be told in terms that they understand that biting (the behaviour and not the child) is unkind, and be shown that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or

show they are sorry, e.g. through hugging. An incident form will be completed and shared with the parents at the end of the child's session.

If a child continues to bite, observations will be carried out to try to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault.

In the event of a bite breaking the skin, this can present a risk of infection from bacteria such as *Staphylococcus aureus* and tetanus-causing bacteria and viruses such as hepatitis B, hepatitis C and HIV. To reduce the risk of infection, prompt treatment may be needed for both the 'biter' and the 'bitten'. This may include antibiotics, tetanus immunisations and/or immunoglobulin, hepatitis B vaccination and/or immunoglobulin and HIV prophylaxis treatment.

If a child or member of staff sustains a human bite wound where the skin has been broken they will require urgent medical attention in A&E after initial first aid is carried out (Box 1), this is so the bite can be assessed to identify the severity of it, provide antibiotics and assess the risk of exposure to a blood borne virus and if treatment is needed.

Box 1: First aid before attending A&E

- Encourage the wound to bleed (unless bleeding freely) with gentle pressure
- Never suck the wound
- Irrigate with warm running water and liquid soap
- Remove any foreign body (including teeth)
- Cover the wound with a waterproof dressing
- If the biter has blood in their mouth they should swill it out several times with tap water (don't swallow the water).

Where a child may repeated bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g. in some cases of autism where a child doesn't have the communication skills, the setting may recommend immunisation with hepatitis B vaccine for all staff and children.

Accidents and First Aid

Accidents can be very distressing for anyone involved so at Giggles Day nursery we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the nursery.

Accidents

Location of accident files: *In every child based room. Completed accident records filed in own children's file within office cupboard.*

- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it in the Accident File and report it to the nursery manager. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- Accident forms are checked monthly for patterns e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery manager
- The nursery manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will also inform the insurance company in writing
- The nursery manager will report any accidents of a serious nature to Ofsted Care Inspectorate where necessary.

Transporting children to hospital procedure

- If the injury is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.

First aid

The first aid boxes are located in: *Office, Baby room, Toddler Room, Pre School room and kitchen.*

These are accessible at all times with appropriate content for use with children

Emergency first aid procedures are located in: *each first aid kit*.

The appointed person(s) responsible for first aid is Laura Grogan

Other first aiders are: Kym Wells, Elaine Corker, Leanne Crompton, Hayley Lawton, Natalie Taylor, Hayley Potts, Shelley Holbrook, Jade Chadwick and Erica Jones.

All of the staff are trained in paediatric first aid and this training will be updated every three years to ensure this remains current. However, first aiders will attend internal first aid meetings every 3 months.

All first aid trained staff are listed with each first aid kit. When children are taken on an outing away from our nursery, we will always **ensure** they are accompanied by at least one member of staff who is trained in first aid and who carries an appropriate first aid box at all times.