



wells house
KINDERGARTEN
SECURITY • KNOWLEDGE • GROWTH

Parent Handbook

Proprietor: Mrs Tina Knight

Manager: Kelly Newlove



Where Security Builds Confidence, Knowledge Inspires, and Growth Never Stops since 1996.



Introduction

This handbook is devised to help you with regard to all the policies and procedures that we carry out here at Wells House.

It explains our routines and the way we carry them out daily

Our ethos at Wells House is "security, Knowledge and growth" with this important statement and the following concepts of physical, intellectual, emotional and social Development (P.I.E.S). We aim to offer the highest standard of professional and stimulating childcare and pre-school education.

Wells House Philosophy

To allow each child to reach their full potential in a caring and nurturing environment, under the supervision of highly qualified, happy and motivated staff.

At Wells House, we work in partnership with the parents to ensure that the care each child receives is consistent and within the cultural and religious beliefs. Parents are an integral part of our nursery, and their views and wishes are welcomed and respected.

It is our aim that each child, staff member and parent will look back at his/her time at Wells House with warmth and affection, showing their happy memories.

Management Structure

Proprietor: Mrs Tina Knight NNEB, D32, D33, Food hygiene, First aid, Behaviour Management

Manager: Mrs Kelly Newlove, NVQ2&3, First aid, SEN co-Ordinator, Food hygiene, DSL

Deputy Manager: Mrs Megan Tonge, NVQ2&3, First aid, SEN co-Ordinator, Food hygiene, DSL



Complaints Policy

If a parent or carer should have cause for complaint, they should take it up with **KELLY NEWLOVE**, Manager and in her absence **MEGAN TONGE, Deputy Manager**. At Wells House Kindergarten, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided, and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively, and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

Accident Policy

The health and safety policy of Wells House clearly states that EVERY Accident is recorded on our Family App. This is especially important with respect to children in a nursery environment, and the procedure to be adopted is as follows:

- ❖ No staff member who is not first aid trained will carry out any first aid on any child. ONLY first-aid trained staff will be able to administer first aid.
- ❖ Any child who becomes upset for no visible reason will be checked for signs of bites, etc., and then be checked over again an hour later. Any findings will then be recorded as necessary.
- ❖ All accidents must be acknowledged on the Family App.
- ❖ All accidents are recorded on Family, and they will be sent straight to parents with all information attached.
- ❖ If an accident has occurred and not yet been recorded, the staff will ask all witnesses to make sure the report is done the same day.
- ❖ If the accident requires medical attention, there will be a paper copy created in red to take to the hospital.



Medicine policy

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

- ❖ Prescription medicine will only be given to the named person on the bottle for the dosage and instructions stated on the bottle.
- ❖ Medicines must be in their original containers
- ❖ Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff, who will then note the details of the administration on the appropriate form.
- ❖ Those with parental responsibility must give prior written permission for the administration of each medication.
- ❖ If a child's temperature is 38.3 or above, the child will be sent straight home. However, if a child is appearing unwell, even if their temperature isn't above 38.3. Each situation will be assessed, and a professional judgement will be made as to whether the child is well enough to be in nursery. The nursery is here to educate children; we are not here to look after sick children. The safest place for them to be when they are ill is at home receiving one-to-one care.
- ❖ We ask all parents not to give Calpol/Ibuprofen before their session, as this can mask a multitude of illnesses.

Discipline Policy

Positive behaviour outweighs the negative. Children respond better to praise than to constant negative comments. Here at Wells House, we want children to understand their boundaries but still learn right from wrong. Positive reinforcement will always be at the forefront of our teaching.

No Smoking/ Vaping Policy

UNDER NO CIRCUMSTANCES is smoking permitted in the presence of the children or on the premises of Wells House Kindergarten

THIS IS A NO SMOKING ZONE



Toilet training

Toilet training is one of those major topics that can make parents feel very anxious, and we want every parent to know that we are there for advice, support and reassurance. It is particularly important for parents and nursery to work together when it comes for the time for toilet training, which is usually around the age of 2 to 3 years old, depending on a child's physical and psychological development.

It starts with the nappy changing routine as this can take stress out of toilet training for children. Children's ability to communicate is also important so they can signal their needs. By talking to a child when changing their nappy, you can give the child the language they will need later on. Children wearing nappies should be involved in the overall toileting routine; they will be invited to sit on the toilet and also wash their hands with the other children. This means that they feel part of the process and also learn from watching others.

Toilet training is a package of skills; it is important to remember that it is about emotional development as well as physical development, and both need to be in place for a happy result.

If the child is having more than 2 accidents a day, then we may suggest putting them back in pull-ups for hygiene reasons, and we will continue to encourage them to use the toilet and maybe try again in a couple of months.

Visitors, casual callers and Enquiries

At Wells House, we aim to always protect the children in our care. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Ofsted inspectors or colleagues attending in a professional capacity, such as speech and language therapists. Visitors are informed of any relevant policies, including the fire evacuation procedure and mobile phone policy.

A member of staff must always accompany visitors in the nursery, and whilst they are in the building. At no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.



Settling in policy

At Wells House, we feel it is important to remember that when settling in a child, we are also settling in the parent. We feel it is important to be able to build up a relationship with the carers as well as the children. We want to start the foundations with trust for yourselves and your children.

Each room has key workers who are introduced to parents on the initial settling in. We like parents to inform staff of the likes and dislikes, preferences, allergies and any routines their child may have. Each child is given a designated key person in each room they transition into.

Staff in the room on the settling in will walk you through our routines in the setting. We will explain the types of activities we carry out and why we follow the EYFS. Daily, we add all information onto our Family App to keep you updated.

The settling-in period will be done the month before their start date, starting with a half hour and building it up to make sure the child is happy and content.

If at any time your child seems unhappy, please speak with a staff member or management.

Child Protection Policy

Our child protection co-ordinator is **Kelly Newlove**. Child protection is provided by the Social Services Department, which supplies support for families whose children need safeguarding to promote their welfare and upbringing. All staff members are made aware of the possible indications of abuse and neglect. If you would like to make yourself familiar with the Child Protection manual, it is situated in the staff room.

If a child arrives at nursery with injuries, this is the procedure we follow:

Ensure immediate medical attention.

If possible, we ask the parent/carer how the injury occurred.

Explanations will be accepted, and accusations will not be made. We understand that parents may also need reassurance that their child will be fine. We make a written record in the handover diary of observations and explanations given. It is dated, and we always have a witness to sign it. We ensure that the information is written neatly and clearly and kept confidential.



If we suspect that the injuries have been caused by assault or failure to protect the child, then we inform the Child Protection co-ordinator in the nursery or inform another member of management. That person will assess the situation and, if necessary, contact the Duty Social Worker. The Under-Eights Officer should also be told so that they can offer support and advice wherever possible. Once a child is referred to social services, they and the Area Child Protection Committee will make an assessment of the child's needs. Following such a referral, Social Services and possibly the Police may make enquiries. Staff may be required to provide statements, so we ensure that we are confident of our suspicions first.

Suspicion of abuse

Through conversation with children, we may be able to detect the more difficult forms of abuse, which are not visible, such as sexual or emotional abuse. We always:

Listen to what the child says. Be comforting and sympathetic. Ensure that the child feels as little responsibility as possible.

Do not make any suggestions about how the incident happened; just repeat what the child is saying to make sure that what you have heard is correct.

Write down in our handover diary exactly what the child has said, and sign and date it. If there was another witness, then ask them to also sign it.

Do not make assumptions about whom the allegation may concern; if a member of staff may be involved, then appropriate steps will be taken to ensure the safety of the child and the other children.

Confidentiality

The nursery has the right to share any information regarding Child Protection with other childcare professionals if it is in the interest of the child. We will not discuss a child with anyone uninvolved, as disciplinary procedures will be followed.



Arrivals and Departures Policy

It is our policy at Wells House Kindergarten to give a warm welcome to each child on their arrival. Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure their safety and that their attendance is recorded in the register.

Under no circumstances will a child be allowed to depart from the premises unless it is with a person who is either known to the staff or able to prove that they are authorised to collect that child and that they are over the age of 16. A member of staff must always acknowledge the departure of a child from the room the child is in, by crossing them off the daily register.

Once a child has left the room with their parent or carer, they will become the sole responsibility of that person to ensure they are kept safe, e.g. whilst talking to other parents in the hallway or if a fire alarm is activated. Once a child has left our care within the room, we can no longer accept responsibility in emergencies. A register of all children will be maintained every day by staff in each individual room and transferred to the main register in the office by a member of management.

Uncollected Child Policy

Should a child not be collected at their appointed time, a member of the management team will endeavour to contact the parent/carers using the contact information on file.

Should contact be made and information obtained that ensures the child will be collected, then arrangements will be made by the manager on duty at Wells House Kindergarten to ensure that suitably qualified members of staff remain on the premises until the person collecting the child arrives. Such over-hours are chargeable, as set out on the signed enrolment form.

In the very unlikely event that no contact is made with a parent/carers, 30 minutes after the time the child should have been collected, then Wells House reserves the right to plan for a qualified member of staff to care for the child on a one-to-one basis until the situation is resolved. In these circumstances, Wells House reserves the right to charge an over-hour's rate for the hours during which care is provided on this basis. There is a charge of £5 per 5 minutes for each parent who leaves their child after their session has ended.



Missing child policy

At Wells House, we are committed to promoting children's safety and welfare. In the unlikely event of a child going missing within/from the nursery, we have the following procedure which will be implemented:

- ❖ All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing.
- ❖ The nursery manager will be informed immediately, and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children, so they remain supervised, calm and supported throughout
- ❖ The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- ❖ A second search of the area will be carried out
- ❖ During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- ❖ The manager will meet the police and parents
- ❖ The manager will then await instructions from the police
- ❖ In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure
- ❖ Any incidents must be recorded in writing as soon as practicably possible, including the outcome, who was lost, time identified, notification to police and findings
- ❖ Ofsted must be contacted and informed of any incidents
- ❖ With incidents of this nature, parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- ❖ In any case with media attention, staff will not speak to any media representatives

Post-incident risk assessments will be conducted following any incident of this nature to reduce the chance of this recurring.



Outings Procedure

We offer children a range of local outings, including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

Visits and outings are carefully planned to use the following guidelines, whatever the length or destination of the visit.

- ❖ A full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children and identify steps to be taken to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- ❖ Permission will always be obtained from parents before taking children on trips. This is on Family.
- ❖ We provide appropriate staffing levels for outings, dependent on an assessment of the safety and the individual needs of the children. At least one member of staff will hold a valid and current paediatric first aid certificate
- ❖ A fully stocked first aid box will always be taken on all outings, along with any special medication or equipment required
- ❖ A completed trip register, together with all parent and staff contact numbers, will be taken on all outings
- ❖ Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed with the nursery manager prior to the outing
- ❖ All staff will be easily recognisable by other members of the group; they will wear the nursery uniform.
- ❖ Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed
- ❖ A fully charged mobile phone will be taken as a means of emergency contact
- ❖ In the event of an accident, staff will assess the situation. If required, the group will return to the nursery immediately, and parents will be contacted to collect their child. In the event of a serious accident, an ambulance will be called to the scene, and parents will be contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to nursery.



Sick Child Policy

It is our policy at Wells House to promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell, it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers. If you need to give your child Calpol for anything other than teething, we advise you to keep them off.

Our Procedures

In order to take appropriate action for children who become ill and to minimise the spread of infection, we implement the following procedures:

- ❖ If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time, we care for the child in a quiet, calm area with their key person, wherever possible. If a child has a temperature above 38.3, we ring for them to be collected. We do not give Calpol unless it's above 38.5 and Parents are going to be at least half an hour to collect.
- ❖ We follow the guidance given to us by Public Health England (formerly the Health Protection Agency) in guidance on infection Control in Schools and other Child Care Settings and advice from our local health protection unit on exclusion for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery.
- ❖ Should a child have an infectious disease, such as sickness or diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We notify Ofsted as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with food poisoning. We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection.
- ❖ We have the right to refuse admission to an unwell child. This decision will be taken by the manager on duty and is non-negotiable.

We follow the exclusion periods set out by public health guidance to help protect both the children and staff within our setting from the spread of infectious illnesses. Young children are particularly vulnerable to infections, and they are often in close contact with one another, which can make it easier for illnesses to spread quickly. By ensuring that anyone who is unwell stays away for the recommended period, we reduce the risk of outbreaks, support quicker recovery, and maintain a healthier environment for everyone. This approach also helps us meet our duty of care, ensuring we are taking reasonable steps to safeguard the well-being of all individuals in the setting.

Do I need to keep my child off school?

Chicken Pox Until all spots have crusted over	Conjunctivitis No need to stay off but school or nursery should be informed	Diarrhoea & Vomiting 48 hours from last episode	Glandular Fever No need to stay off but school or nursery should be informed	Hand, foot & mouth No need to stay off but school or nursery should be informed	Impetigo Until lesions are crusted & healed or 48 Hours after commencing antibiotics
Measles or German Measles 4 days from onset of rash	Mumps 5 days from onset of swelling	Scabies Until after first treatment	Scarlet Fever 24 hours after commencing antibiotics	Slapped Cheek No need to stay off but school or nursery should be informed	Whooping Cough 48 Hours after commencing antibiotics
Flu Until recovered	Head Lice No need to stay off but school or nursery should be informed	Threadworms No need to stay off but school or nursery should be informed	Tonsillitis No need to stay off but school or nursery should be informed		

Outside Play policy

Our outside play area is designed to enable the children to have experience of the outdoor activities. We have a large tarmac area with equipment for the children to use. We have designated staff who check areas before use, and a full garden check is done before any children step outside.

Each room will go outside for fresh air at least once a day. During the summer months, you may find the children will carry out their daily activities outside, as this is a wonderful learning opportunity. It is vital that during the year parents and carers provide suitable clothing for the weather and suncreams in summer.

We make our outdoor areas attractive, so children enjoy playing out throughout the day. We promote ourselves on being an indoor/outdoor nursery.



Attendance policy

Wells house is open from 7.30am until 6.00pm.

Staff for security reasons write on a registers daily of all the children's start times and leave times this is then given to management to ensure staffing and ratios are being met followed by the requirement from Ofsted.

Any parent who has gone over their hours or continually late will be invoiced the following month. If it becomes a continuous issue, then we will speak to parents about changing their hours.

Bottle feeding

- ❖ Bottles of formula milk are only made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot.
- ❖ Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated. Once prepared, **the bottle should be left to cool in the kitchen before being taken back to the rooms.**
- ❖ Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use
- ❖ Bottles are disposed of after 2 hours
- ❖ Labelled mother's breast milk is stored in the fridge
- ❖ Staff will log the amount the child has drank
- ❖ Staff will interact with the baby when feeding
- ❖ All bottles will be labelled.

Staff development and training policy

Wells House values its staff highly. We accept that it is in the interests of the children and all the staff that have every opportunity to be given to each staff member to develop their personal skills to their maximum and to broaden their knowledge and skills in caring for children in particular:

To facilitate this, we:

- ❖ Assess every staff member at least once a year and set out their own personal training plans.
- ❖ Hold regular staff meetings
- ❖ Encourage, where practical, staff to attend external training courses
- ❖ Encourage staff to pass on their knowledge to those less experienced



Behaviour Policy

The nursery follows the following points when encouraging positive behaviour, and also when discouraging negative behaviour.

- ❖ Wells House believes in promoting **POSITIVE** behaviour.
- ❖ We aim to encourage self-discipline, consideration for each other, our surroundings and property.
- ❖ By praising children and acknowledging their positive actions and attitudes, Wells House hope to ensure that children see that we value and respect them
- ❖ Wells House rules are concerned with safety, care and respect for each other. Children who behave inappropriately, whether by physically abusing another child or adult, i.e. by biting or kicking, or by verbal bullying, will be removed from the group for a two-minute time-out period. 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, however, to acknowledge that a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.
- ❖ How the particular type of behaviour is handled may depend on the child and circumstances. Although they will be given a two-minute time-out period, it may be deemed necessary by the nursery nurse witness to be encouraged to talk about their actions and reasons.
- ❖ The child will also be asked to see if the person who was upset is all right and, if they mean it, to say or show that they are sorry. An immediate response of "sorry" is not accepted if the child does not mean it and is merely saying the word in the hope of being able to continue in the activity.
- ❖ In extreme cases, the child will be removed from the room or garden to a quiet area until he or she has had time to calm down and also to give time to reflect on their behaviour.
- ❖ We do, however, need to give the children non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. We will ensure that they are given opportunities to release their feelings more creatively.
- ❖ Parents will be informed of their child's behaviour via our records, which record any forms of behaviour carried out.
- ❖ In all cases, inappropriate behaviour will be dealt with during nursery time and should be reiterated after the incident. However, we do ask parents to work with the nursery in following our behaviour policy. Should the negative behaviour persist, we may ask parents 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 home and school.

Special Educational Needs

Objectives: This statement has been drawn up taking into careful consideration the fundamental principles of the 2003 code of practice and will be reviewed annually in the month of January.

- ❖ We will address the needs of all children who have special needs. The Code of Practice recognises that there is a continuum of provision and a continuum of needs which may be made in a variety of different forms. The following stages are followed when assessing a child:
 - Early years action
 - Early Years Action Plus
 - Statement
- ❖ Children with special educational needs will be given the greatest possible access to a broad and balanced education, including the national curriculum and early learning goals.
- ❖ We also believe that the knowledge, views and experience of parents are vital.
- ❖ All children with special educational needs should be identified and assessed as early as possible.
- ❖ All children, irrespective of ability, should be encouraged to develop an awareness of, and respect for individual differences.
- ❖ A child has special educational needs if they have a learning difficulty which calls for special educational provision to be made for them.

These may be:

- Learning difficulties.
- Emotional, social behavioural difficulties.
- Physical, sensory, motor difficulties or any combination of the above.

The SENCO, Mrs **Megan Tonge**, should be responsible for the day-to-day operation of the nursery's special educational needs policy. The co-ordinator will be responsible for liaising with other staff, outside agencies and children. Will also co-ordinate provision for children with SEN. The co-ordinator should liaise with parents of children with SEN and also contribute to the in-service training of staff in planning meetings, and other meetings with support agencies, medical workers and social and voluntary bodies. A link should be made with any special schools when necessary. This ensures that the correct support is accessed wherever possible. Support will be given to parents/carers of children with SEN, as well as to the setting.



Roles and responsibilities. All staff should be aware of the range of needs which might arise in the nursery. They should assess the difficulty of materials used and ensure they are relevant to each individual child.

Identification and Assessment intervention: All children with S.E.N. should be identified and assessed as soon as possible. The identification and assessment of the special needs of children from minority ethnic groups require very careful consideration (lack of competence in speaking English must not be equated to a learning difficulty), care must be taken to consider the child within the context of their home, language, culture and community, and to use if necessary bi-lingual support staff or translators so that the child and parent fully understand the measures the nursery is taking.

Complaints Procedure Should any incident arise that you are unhappy with, then contact **KELLY NEWLOVE**, or **MEGAN TONGE** immediately. If you feel that the complaint is not handled correctly, then contact the proprietor, Mrs Tina Knight. Should you still feel that your complaint is not handled correctly or that the nature of the incident is very severe, then please contact a member of Ofsted: 0161 255 4803

Recording, monitoring and reviewing children's progress. A system of record keeping with a review of the child's individual progress will be kept. These will be individual files kept in the nursery. The files will contain progress reports from the educational therapist services, other agencies and discussions with parents. These will be updated regularly. Children will be monitored and reviewed at arranged intervals. Procedures for identifying, assessing and monitoring children with S.E.N. will be made known to all staff.

Integration: All children should have the opportunity, be expected and be seen to contribute usefully to the life and work of the nursery. Children should have the opportunity to work with children of differing skills, knowledge, attainment and experience. All staff must endeavour to give each child a sense of worth and value within the nursery.

Communication We will endeavour to gain access to specialist help in dealing inside the nursery with S.E.N. children and seek active support and training when necessary.

Working with parents. We will endeavour to work in partnership with parents. Linking home and nursery. Parents will be informed of every step taken to help their child.

Resources The organisation, provision and distribution of resources will be organised, and staff will be liaised with.

Transition: The organisation agrees to work with the family in aiding the transition from nursery to school or to another nursery. The nursery will ensure that all relevant documentation and paperwork will be forwarded to the school/nursery to ensure the transition is as smooth as possible.

Allergies

- ❖ Policy Parents are to inform the nursery of any allergy that each child may have.
- ❖ A member of management must record any allergy that a child has on the child's enrolment form and make all staff, including kitchen staff, aware of the allergy.
- ❖ The child's key worker will then transfer this onto the child's details records. And also on the child manager sheet.
- ❖ Information on any allergy will be sought from the child's parents and doctor if necessary. Additional information may be sought from the Internet.
- ❖ Training for specific allergies will be sought on how to administer certain medication, such as an EpiPen, from the allergy nurse or hospital.
- ❖ Parents to complete a medical record form, which will be kept with the child's enrolment form.
- ❖ Any emergency procedures carried out will be logged on an incident report sheet for parents to sign.

What to do in cases of an allergic reaction (Anaphylactic shock).

Signs and symptoms.

1. Flushed mottled appearance on face and neck.
2. Difficulties in breathing.
3. Fast, rapid pulse.

First aid actions.

1. Shout for help.
2. Maintain the child's breathing following the resuscitation technique.
3. Dial 999 and state where we are.
4. If the child is known to have reactions, then staff who are trained must administer the EpiPen immediately.
5. Wait for the ambulance to arrive and escort the child to the hospital, taking the child's details with you.
6. Parents to be contacted immediately.



Inclusion Mission Statement

Wells House is an inclusive setting. This enables us to see each child as an individual and enables them to be as independent as they are able, or they want to be.

The Framework inclusion ensures we have a working practice that ensures that every staff member tends to every child's individual needs. It is a team approach, and we work in partnership with all staff, parents and have good positive links to other agencies. We respect and encourage parental involvement at all stages of their child's development. We work closely with parents at all times and will only introduce outside agencies with full parental consent.

All our children work under the inclusion framework umbrella, which also enables each child's individual intimate care needs to be met. This can be from changing nappies to a child's personal medical needs, all of which are risk assessed to ensure all risks are kept to a minimum and also includes the child concern model with access to the associated database.

Wells House staff receive full training in understanding and implementing the inclusion framework. Additional training is sought from professional agencies for any child's individual needs.

We aim to ensure that confidentiality is maintained at all times, and that important and relevant information is passed through to our team members and to parents and relevant involved agencies. The child's dignity is an important factor and will always be maintained.





Closure in an emergency

It may be necessary to close the nursery for a variety of reasons, including:

- ❖ Severe weather, including snow, flooding or storms.
- ❖ Disruption to transport, for example, through petrol or diesel shortages.
- ❖ An outbreak of an infectious disease.
- ❖ Accommodation problems, for example, loss of power supply, heating failures or fire damage.

The Nursery will, however, endeavour to remain open where possible. Nursery contingency plans will be passed on to staff and parents at the time, depending on the emergency.

Closure due to severe weather

The decision to close the nursery will normally rest with the owner or, in her absence, the manager. The decision should be made where possible before 7.30 am and on the basis of information received from the media about the weather, supplemented by on-the-spot observation (whenever possible).

Factors involved in reaching the decision to close the nursery are likely to be:

- ❖ Access to the nursery, i.e. road conditions (obstructions, snow, ice, flooding, etc.)
- ❖ Breakdown of nursery essential services (heating, electrical services, water, storm, damage, etc.)

The owner will advise staff and parents via our Family app and nursery Facebook page.

During nursery day emergency closure guidance - On occasions, it may be necessary for the nursery to close during the nursery day, e.g. if the weather is deteriorating and there is doubt as to whether children can be returned home safely that day. In such cases, the nursery needs to ensure that children are collected. We will firstly notify parents through the Family app and Facebook, and also contact them by phone in case they haven't received the messages to collect their child/children as soon as possible.

Staff attendance - Although it is recognised that severe weather conditions make it difficult for staff to get to and from work, unless advised to the contrary by the owner, the expectation is that staff will present themselves for work.

Clearance of snow - Within the nursery site, the nursery is responsible for snow clearance and the clearing of approach paths upon its grounds. The clearance of public roads is the responsibility of the highways department. If there is any question of children's safety being at risk, for instance, if they are let outside and the outside area is unsafe, the nursery has a responsibility and duty of care in inclement weather to keep the children indoors.



Outbreak of an infectious disease

Parents/carers should inform the nursery if their child has been diagnosed with any infectious illness so that we can inform other parents, staff and visitors that we have had a case in the setting. This allows other parents to be on the lookout for symptoms in their child and act accordingly.

Special notices and updates will be displayed in a visible place inside the nursery.

Where there is risk of an epidemic or pandemic in the community, we will at all times follow the official government health guidelines, including closing the nursery, if necessary, to prevent the spread of infection. If the decision is taken to close the nursery, it will be taken by the owner or nursery manager in conjunction with the appropriate health authorities. When we are informed that a disease is notifiable, we will advise the necessary authorities, including Ofsted.

In the event of the nursery being closed

If the nursery is closed, it is the responsibility of the owner to ensure that the following events happen:

The decision is validated with the rest of the management team.

The nursery Facebook is updated, and a message is sent to parents via the Family app.

The nursery's answerphone will not hold a message advising parents of the closure.

Parents are wholly responsible for keeping the nursery updated with any new contact phone numbers, and it is also their responsibility to update emails for the Family app and check Facebook for up-to-date information. The nursery cannot be held responsible for parents not receiving messages or phone calls.

These tasks do not all have to be completed by the owner, although she does have the overall responsibility for ensuring each has been carried out. There will be absolutely no refunds of fees if the nursery needs to close in an emergency.