

BABY NURSERIES

PARENTS' INFORMATION BOOKLET

Child's Name:

Name of New Nursery:

Move date:

Visit dates:

New Key worker:

Other staff working alongside key worker:

Baby Department Direct Line Phone Number: 0118 9187650

Baby Department email address: chilternbabies@chilternntc.com

WELCOME TO CHILTERN NURSERY

We aim to provide a welcoming, stimulating and happy environment in which children can learn through play and enhance their social, emotional, physical and intellectual development.

The children are cared for in homely, family groups. As they grow older and progress through the nurseries, they join larger groups to increase opportunities for social interaction.

We believe that all children have a right to grow up and learn in an environment that is free from prejudice and discrimination. Each child should be valued and respected as an individual, have their needs met and have the opportunity to develop to his or her full potential. We recognise the wide-ranging needs of children and their families within the community and endeavour to play a part in meeting their needs.

Our nurseries are open 51 weeks of the year, from 8:00am to 6:00pm, Monday to Friday.

We are registered with OFSTED and inspected regularly to ensure that we meet the required standards. A copy of our Certificate is displayed on the Parents' Notice Board. The Nursery has Public Liability Insurance and Employers' Liability Insurance.

You will be provided with a copy of the Nursery's Policies and Procedures, which cover areas such as Health and Safety, Parents as Partners, Safeguarding Children and Behaviour Management. These policies and procedures are intended to inform you and support staff in the provision of a high standard of care and education for your child. Please can you ensure that you read them fully. If you have any questions the Nursery Co-ordinator will be happy to discuss them with you.

As Head of Nursery, I am responsible for the development and overall management of the nurseries. Each of the departments has a Nursery Co-ordinator, who is responsible for the day-to-day management of the nurseries and they will normally be your first point of call.

I hope that your child settles well into the Nursery and enjoys his/her time with us. Please remember that we are always happy to discuss with you any matters about your child's care and education, however small they may seem.

Nicola Richards
Nursery Manager

WELCOME TO THE BABY NURSERIES

In this Department, we care for and educate children from 2 months to 2 years of age. Our nurseries are organised into three nursery home bases, Halliday, Jafado and Glastonbury. In addition to the nursery rooms, we also have access to separate sleep rooms (for younger children), a soft play area, a large common room and a well-equipped garden.

Staff

All of our nurseries are staffed with fully qualified Early Years Practitioners. Victoria Hughes is the Nursery Co-ordinator in babies and is supported by her Deputy, Gillian Mellars. A qualified, experienced Room Leader oversees each room, assisted by a Deputy Room Leader. Staff members have up to date paediatric first aid, health and safety, food hygiene and safeguarding children training and access to our on-going staff development programme. Childcare students/trainees work alongside our staff in the nurseries as part of their studies at CNTC.

Your child will be allocated a key person who will liaise with you on a one-to-one basis. They will form a bond with you and your child to help ensure a smooth transition from home to nursery. However, all members of staff in the nursery will get to know your child well and be able to answer any of your questions or queries. Our staff ratio for this age group is 1 member of staff to 3 children.

Key Person

The role of the Key Person is:

- To induct the child and the parents/carers and make them feel comfortable and welcome.
- To form a special relationship with the child and the child's parents/carers.
- To keep the child's parents/carers informed about the child and her/his progress.
- To share information about the child with other members of the team as appropriate.
- To ensure that other members of the team are informed about any particular need that the child may have.
- To ensure that the child is cared for in line with the parents' wishes.
- To complete observations on the child as appropriate.
- To feed into planning meetings information gained from observations.
- To keep the child's records up to date.
- To respond to young children's individual routine care needs.

Settling into the Baby Department

In order to make the transition from home to nursery as smooth as possible we will work with you to take into account you and your child's individual needs. New environments can be unsettling and confusing for everyone and every child/family is different. Therefore, it can be difficult to predict how you and your child will respond to the changes and all plans made will need to be flexible. We will also need to take into account the constraints you may have on your time if you are returning to work during this visiting period.

Your child's key person will arrange with you an induction and a succession of settling in visits. They will support your child as they explore and become familiar with their new environment.

How you can help

- Share your knowledge with the key person. This will help us to build up a whole picture of your child
- Ask questions and discuss concerns with your key person. This will help you to feel more prepared and confident about the change.
- Allow time for the initial visits. During these visits, your child will spend time in the nursery with you near by in our parent's room, should they need extra support from you.

Parents as Partners

We recognise the importance of staff and parents working together to ensure that your child's needs are met and that the transition from home to nursery is as smooth as possible. Please discuss any concerns with staff in the nursery so that we can work together to solve them. We like to hear about some of the things that your child does outside of nursery so that we can talk to him/her about them.

If at any time you would like to discuss your child's development or time at nursery in more detail, please do not hesitate to ask us to arrange a mutually convenient time to meet.

Each key group has its own display board in the nursery. Displayed on these boards are examples of the children's artwork and photographs of their achievements and activities. We would love you to bring in items from home to display here as well. E.g., photos of family, days out, or anything that is important to your child.

The nursery staff will keep you informed about all aspects of your child's care in a number of ways, such as:

- Talking with you informally at the beginning and end of each session.
- Displaying notices in the nurseries giving you information on events and activities taking place in the nurseries.
- Providing regular newsletters to keep you in touch with life in the nurseries.
- Displaying photographs of the children enjoying their activities and play.
- Completing regular observations on your child and sending them home for your comments.
- Completing daily diaries.
- Providing written reports about your child's development
- Giving you the opportunity for an individual discussion meeting

We operate an open door policy and parents are welcome in the nursery at all times. If you have a skill or area of expertise that you would like to share with us, we would value your contribution.

If you wish to telephone the nursery to enquire about your child, we are happy for you to do this.

Our direct line telephone number is: **0118 9187650**.

We are also contactable on the main CNTC number: 0118 9471847 from 9:00am to 5:00pm.

Daily Diaries

Your child's activities at nursery will be recorded in a daily diary. Artwork and photographs may be included. Many parents write about their child's time at home and add photographs to the diaries. We are always pleased to see these contributions. As well as being a valuable way of communication between home and nursery, the diary can be a great memento for you and your child, as he/she grows older.

Children's Care, Learning and Development

The nursery believes in children learning through play, through enjoyment of what they are doing and through interaction with caring, supportive adults. We provide a wide range of appropriate activities and experiences both inside and out, which we believe the children will enjoy and which are based on the concept of children learning through play.

Provision for children's care, learning and development is based on the Early Years Foundation Stage (EYFS) framework. This is a framework for all OFSTED registered early years settings for children from birth to five. The EYFS takes into consideration the care, development and learning opportunities that should be provided for all children.

For more information on the Early Years Foundation Stage Framework, please visit www.direct.gov.uk/eyfs and <http://www.foundationyears.org.uk>

Although we are always looking to promote a child's development in all areas, there are several areas of play, which are particularly beneficial to the younger age group.

Heuristic Play and Treasure Baskets

The concept of Heuristic play started over 30 years ago by Elinor Goldschmeid. As an Educational Psychologist, she watched how children gained knowledge of the world around them. Heuristic play actively encourages exploration by using and developing children's senses. Children instinctively investigate objects that interest them, making discoveries through taste, touch, smell, sound and how they look. During the activity, children explore different materials and objects. The objects used in Heuristic play are simple everyday and natural items.

They provide opportunities to:

- Fill and empty
- Slotting together
- building and balancing
- Selecting and discarding
- Recognising differences and similarities

We use objects, such as wooden pegs, curtain rings, mug holders, material, keys, pinecones, sweet tins and cardboard boxes. This all allows a child to be able to explore a range of interesting objects, stimulating their senses and curiosity.

Physical Development

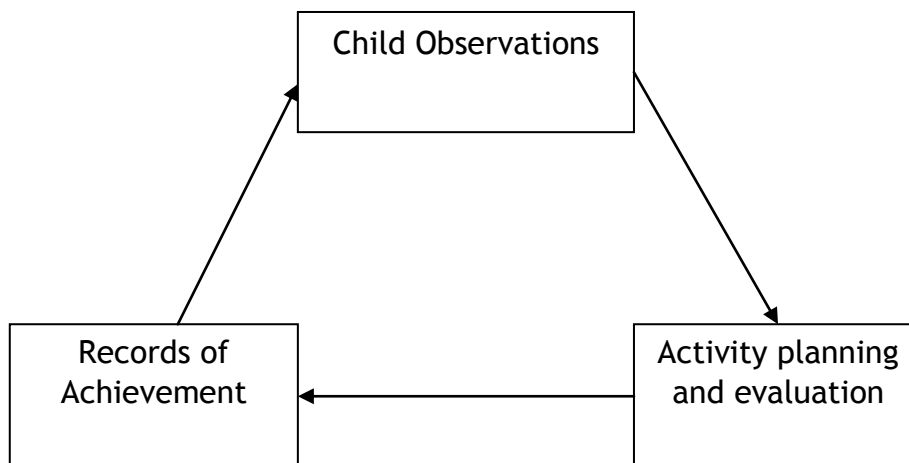
During their time in the baby department, you will see a great progression in your child's physical development. From sitting to crawling, to cruising, to walking. We provide a range of equipment and experiences to help the children's development in this area, but our most valuable resource is the time that the staff team have to support and encourage children develop physically.

Sensory Development

A young child actively uses all of their senses to explore the world around them and to make sense of it. We promote the development of a child's senses through a range of activities, such as sand, water, corn flour, paint, pasta and cereal to name a few.

Observations and Developmental Records

Your child's Key Person will be responsible for completing observations on your child and keeping developmental records. These will be shared with you and are available for you to see at any time. Observations and developmental records help staff to monitor your child's progress and ensure that the activities that we are providing meet their individual needs and help them to progress. Our aim is to create a complete cycle. From on-going observations of the children, we are able to plan for their needs and preferences and to record their progress as we do so.



Managing Children's Behaviour

The children in this department are very young; however, it is important to be consistent from the beginning when managing a child's behaviour.

Managing children's behaviour can sometimes be a challenging task for both parents and staff members. Our behaviour management policy is based on giving children lots of praise and encouragement for positive behaviour and, as far as possible, ignoring or reducing the amount of attention a child receives for negative or unacceptable behaviour. We believe that it is extremely important to work in partnership with parents and to decide on a joint approach, which is appropriate to the child's age and stage of development. A consistent approach is the key to the successful management of children's behaviour.

At times of transition, a child's behaviour pattern may change and their development may regress slightly. This is normal but it is extremely helpful to us if you keep us informed about any changes to your child's home life/routine and that we will let you know of any changes within the nursery. This will mean that we are able to monitor the child and give them extra support if needed.

What your child needs at Nursery

You may wish to bring in a comfort item for your child such as a soft toy or blanket. In hot weather please can you ensure that you leave a sun hat for use in the garden. We will provide sunscreen and ensure that your child is well protected from the sun. In the winter months please provide a warm hat, gloves (and Wellington boots for those old enough to walk). Please bring a change of clothes for your child to nursery each day. This will mean that should their clothes get soiled or wet your child will be able to be changed into their own clothes.

Naming Children's Clothes

Please ensure that your child's clothes are clearly labelled with their name to avoid any loss. Please label all shoes, boots, etc. that are used at nursery. Please do not send your child to nursery in their best clothes. They will take part in messy play and garden activities, and whilst care is taken, clothes can sometimes get messy or marked.

Menus and Mealtimes

Mealtimes are a relaxed and enjoyable experience. Children are encouraged to develop good eating habits, increase their self-help skills and develop socially. We provide a well-balanced, varied and nutritious diet. Menus are displayed in the nursery for your information. Your child's individual dietary needs will be discussed with you and an appropriate menu provided if necessary. Fresh food is prepared and cooked in our baby kitchen daily. Formula feeds are hygienically prepared in our milk kitchen. If your child is breast-fed, you are welcome to either bring in expressed milk or come in to feed your baby.

Weaning

We have developed a weaning programme, which we believe provides a balanced nutritious menu incorporating a variety of fruits and vegetables. During the weaning process, we will work closely with you and will only move your child on to the next stage in consultation and after discussions with you. There are two stages for the children weaning:

Stage 1 (approx 6-7 months) – for children being first introduced to solids comprising of vegetables and fruit of a purée consistency.

Stage 2 (approx 7-9 months) – for children who are more established and are able to cope with soft lumps, this will be a mash consistency. The main courses will be the same as the toddler menu providing the children with more variety including pasta, rice and meat etc. At tea the main course will be a hot savoury option, i.e. vegetables and the puddings will be fruit purees.

Toddler (approx 9 months plus) – for children on the full nursery menu

Finger Foods will be provided at tea for stage 1 and stage 2 children. These will be a variety of foods, including toast, bread, soft fruit and vegetable sticks.

For more information on weaning:

Weaning Guidance from the Department of Health

<http://www.nhs.uk/conditions/pregnancy-and-baby/pages/solid-foods-weaning.aspx>

Start for life introducing solid foods leaflet

<http://www.nhs.uk/start4life/pages/solid-foods.aspx>

NHS advice on weaning and nutrition

<http://www.nhs.uk/Planners/birthtofive/Pages/Healthydietweaninghub.aspx>

Sleep and Rest

Throughout their time at nursery, your child will be given the opportunity to rest and sleep. Your child's individual sleep patterns will be discussed and agreed with you and, as far as possible, met within the daily routine. We recognise that your child will have individual needs when being settled to sleep and would ask you bring in comfort items, such as blankets or toys from home if it helps them to settle. Younger children sleep in cots and as they grow older, they are encouraged to sleep on a small, comfortable mattress in the nursery room. Systems are in place for regularly checking and monitoring your child while he or she sleeps. Babies will be slept in line with the most up to date guidance on safe practice from relevant bodies such as the Department of Health or FSIDS.

<http://fsid.org.uk>

Storage of Buggies and Car Seats

A covered area is provided for you to store your buggy, car seat, etc. under the tunnel outside Catherine nursery. Please ask a member of staff to show you where this is.

Nappies, Creams, Wipes, Formula, etc.

The nursery provides nappies, barrier creams, wipes, etc., while your child is in our care. Please let us know if your child has any individual needs or allergies to any particular products.

Safe Arrival and Collection of Children

You will be given the code to the nursery door. It is very important for the safety of all children that when you are entering or leaving the building you do not allow anyone in who you do not recognise. Please do not give the code to anyone else. For security, reasons the door code will change from time to time and you will be informed of the new number. On arrival, please ensure that you hand your child over to a staff member who will immediately mark their arrival time in the register. On collecting your child, please ensure that you inform a member of staff that you are taking your child.

To ensure the safe collection of your child you will be required to give written permission as to any person who is authorised to collect them. Staff will not allow children to go with any person who is not authorised to collect them. In the event of an emergency and an authorised person not being available to collect the child, parents must telephone the nursery and inform staff. An identification procedure and a code word will be agreed between the staff member and parent.

Late Collection Policy

The nursery operates a late collection policy. Please ensure that you read and understand this policy fully.

Emergency Evacuation Procedure

A copy of our Emergency Evacuation Procedure is displayed in each nursery. Our fire alarms are tested on a weekly basis. We have regular evacuation practices to ensure that we are able to get the children out of the building quickly and safely.

If you should be in the nursery without your child when an evacuation is taking place please proceed directly to the Assembly Point, where you will meet your child. Please do not leave this area until you and your child have been accounted for.

Procedure for Illness

Usually when a child is unwell, they gain comfort from being at home with a parent. Therefore, if your child is unwell and unable to cope with the nursery day, we will contact you and ask you to collect him/her as soon as possible. In order to prevent the spread of infection in the nursery your child will need to be kept at home if they have an infectious illness. The nursery follows the guidance provided by Public Health England on exclusion periods for infectious illness. In line with this guidance and in order to prevent the spread of infection, children with diarrhoea and/or vomiting must not return to nursery until they have been symptom free for a minimum of forty-eight hours. If your child has a slight temperature but is otherwise well, we may contact you and request permission to give them a Paracetamol based suspension, such as Calpol. However, if this temperature persists or goes higher, we would ask you to collect them as soon as possible.

Procedure for Accidents

In the unlikely event that your child has an accident at nursery and requires hospital treatment we will contact you immediately. We will take your child to the hospital and arrange to meet you there. All accidents, however slight, are recorded. You will be shown the accident record and asked to sign to confirm that you have been informed.

Medication Administration

If your child requires medication during the nursery day, you will be asked to complete the permission side of a Medication Record Sheet. This form details the medication, the dosage and the times to be given. Staff members will ensure that your child receives the correct dosage of medication at the times stated and complete the administration side of the Medication Record Sheet. All medication is stored safely away from children.

Birthdays and Celebrations

Children enjoy celebrating birthdays and other special events in their lives at nursery. If your child has a birthday, special event or celebration we would love to celebrate this with them. We are happy to provide small cakes for these celebrations. We ask you **not to bring in cakes or sweets, etc.**, as we need to ensure that children with allergies are not put at risk.

Changes/Additional sessions

We will make every effort to accommodate your changing needs regarding your child's attendance at the nursery.

One-off additional sessions can be discussed and agreed with the nursery co-ordinator provided that the nursery can accommodate these within their registered numbers and required staff/child ratios.

Any permanent changes to sessions must be requested using the Request for Changes to Sessions Form and are not confirmed until written agreement is received from Cathy Wakely, the Nursery Admissions Manager.

One month's notice in writing to her is required for any reductions in your sessions. Initial contracts for children new to the day care nurseries are for a 3-month period; therefore, a reduction in sessions cannot be agreed until after this time. A minimum of four sessions is required. Cathy Wakely's direct line number is **0118 9187653**.

Notice Period

A one month notice period in writing to the Nursery Admissions Manager is required if you wish to withdraw your child from nursery. If this notice is not received, you will be charged one-month's fees.

Daily Routine

A copy of the daily routine in the nursery is enclosed with this booklet for your information.

Payment of Fees

Invoices for the payment of fees are issued on the last day of the month for the coming month's fees. Information about how to make a payment is included on the invoice. Fees will vary on a monthly basis depending on the chargeable days in each month. Please ensure any payments made are marked with your child's name. The nursery is registered with all of the companies providing childcare vouchers. If you have any queries about the payment of nursery fees, please call our accounts department on 01189 471847

Want to find out more?

Listed below are some websites we think you might find useful

<http://www.nhs.uk/start4life/Pages/healthy-pregnancy-baby-advice.aspx> - Start for life – links to change for life

<http://fsid.org.uk> - FSID website – sleeping babies safely

www.education.gov.uk – The Department for Education

<http://www.foundationyears.org.uk> – A site to support professionals working with children and families in the foundation years. Information on the EYFS

www.fisfrucuk.com – The Family Resource Centre (formerly The Children's Information Centre)

www.directgov.uk/eyfs - Information on the Early Years Foundation Stage the national framework for all children under 5 in a childcare setting.

www.ican.org.uk/parents - A children's communication charity that offers a range of resources and literature to help you support your child's language development.

BABY NURSERY ROUTINE

The times of this daily routine are flexible and may change in line with the children's needs. This is particularly important for the younger children; their individual needs are taken into account within the daily routine. The baby department have open access to a large garden, which is equipped to suit the age, and stage of development of the younger children and a soft playroom also provides the opportunity for physical play.

Nappy changing and toileting is carried out throughout the day as and when needed. Children are offered drinks frequently throughout the day.

7:45am – 8:00am	Staff set up the nurseries with a range of activities ready for the arrival of the children.
8:00am – 10:00am	The children arrive and are welcomed into the nursery by staff. They have the opportunity to participate in a range of free play activities that promote all areas of development. Children are given drinks according to their individual needs. Nappies are checked and changed if necessary.
10:00am – 11:15am	Children have the opportunity to participate in a range of planned and free play activities that promote all areas of development, in the nursery rooms, the soft play area or garden. Children requiring sleep are settled. Children who are sleeping are checked regularly; as they wake they are offered a drink and then join in the activities.
11:15am – 11:45am	Children share songs and rhymes and are encouraged to prepare for lunch. Nappies are checked and changed if necessary. Self-help skills are encouraged.
11:45am – 12:30pm	Lunchtime – children have lunch with staff. Social and self-help skills are encouraged.
12:30pm – 3:00pm	Children have the opportunity to participate in a range of planned and free play activities that promote all areas of development, in the nursery rooms, the soft play area or garden. Children requiring sleep are settled. Children who are sleeping are checked regularly; as they wake they are offered a drink and then join in the activities.
3:00pm – 3:45pm	Children share songs and rhymes and are encouraged to prepare for tea. Nappies are checked and changed if necessary. Self-help skills are encouraged.
3:45pm – 4:30pm	Teatime – children have tea with staff. Social and self-help skills are encouraged.
4:45pm – 6:00pm	Children have the opportunity to participate in a range of free play activities that promote all areas of development, both inside and out. Nappies are checked and changed as necessary.

FEES AND PAYMENTS FACT SHEET

Current Fees from April 2017 - All fees include relevant meals, snacks, nappies etc.

Under 3s

Full Day (8am to 6pm)	£68
Half Day (8am to 1pm or 1pm to 6pm)	£43

Over 3s

Full Day (8am to 6pm)	£63
Half Day (8am to 1pm or 1pm to 6pm)	£42

Sibling discount – A 10% discount is applied to the lower invoice for 2 or more siblings

Invoicing – Invoices are sent by email on the 1st working day of the month. You will be charged for the number of sessions booked in that month and so your invoice amount will be different each month depending on how the days fall.

Payment – We expect payment within 14 days of the invoice date. We accept childcare vouchers from all providers. If you choose to pay some of your fees by vouchers please deduct that payment from the invoice value and pay the remainder by bank transfer. **Please use your child's name as a reference on all payments.**

Bank Details Lloyds Bank Account Number 01965818 Sort Code 30-91-31

Childcare Voucher Account numbers – Some voucher companies just need our postcode – RG4 8JZ. Others require an account number -

Edenred	P257093
Computershare	0007801345
Sodexo	146682
Care4	02171023
Kiddivouchers	20135

Tax Free Childcare We are registered to receive payments through the tax-free childcare scheme.

Ofsted Registration Number EY221229

Funding 3 and 4 year olds

Starting from the term following your child's third birthday you will be eligible to receive funding through the Reading Borough Council Early Years Entitlement scheme.

The entitlement is for 570 free hours per year and is usually offered as 15 hours per week for 38 weeks of the year in term time only. At Chiltern we spread this over the year and offer 12 hours over 47.5 weeks of the year.

From September 2017, we will be offering the extended entitlement of Early Years Funding for those families that are eligible, (both parents working and neither earning more than £100,000 PA). This is for a further 570 hours. Again, we spread this over 47.5 weeks of the year. You will receive a letter detailing how you can claim this funding as you approach the term that you become eligible.

Accounts Queries Please contact our Finance Manager Lorrissa Phillips on 01189 471 847 or email financemanager@chilternntc.com with any queries.