

P&P Policies and Procedures

Issue date: 10/01/2023



Copyright © 2023 Fernbees (Olea Care Group)

The copyright in this work is vested in Fernbees (Olea Care Group) and the information contained herein is confidential. This work (either in whole or in part) must not be modified, disclosed or disseminated to others or used for purposes other than for which it is supplied without the prior written consent of Fernbees (Olea Care Group). If this work or any part hereof is furnished to a party under a contract between that party and Fernbees (Olea Care Group) use of this work by that party shall be governed by the express contractual terms between Fernbees (Olea Care Group) and that party.

Hello and Welcome

Thank you for choosing Fernbees Day Nursery, we are thrilled to welcome you into our family and look forward to our time together!

Our Mission

We aim to provide the highest quality of childcare in an environment that has been designed to promote curiosity, nurture imagination, and encourage children to be accepting, empathetic, and confident through the formation of strong relationships with people of all ages and from all walks of life.

About us

Developed on the recommendation of the resident community at Fernlea, we are the first nursery situated on the grounds of a care home in Greater Manchester and we offer amazing opportunities for children to engage their imagination, challenge themselves, and express their individuality through exploration and interaction with the older generation.

Fernbees has been expertly designed in collaboration with parents and early years professionals to provide your child with excellent opportunities for exploration and learning.

With an extensive background in caring for others we are perfectly positioned to provide the highest quality of childcare in an environment that has been designed to promote curiosity, nurture imagination, and encourage children to be accepting, empathetic, and confident through the formation of strong relationships with people of all ages and from all walks of life.

Our connection with Fernlea Care Home also allows us to access a wealth of resources including a nursing team, excellent facilities, professional laundry service, and existing connections with a range of organisations. Our shared cinema offers brilliant opportunities for interaction between our younger and older generations and our restaurant space enables us to design experiences where we promote social mealtimes and a thoughtfulness for other diners.

Fernbees has been designed to successfully deliver the Early Years Foundation Stage.

Our environment and resources have been chosen with the development, imagination, and inspiration of children in mind. We offer plenty of opportunities for children to explore and develop at their own pace.

We embrace our children as unique individuals and tailor each child's learning to their own interests recognising they all have different learning styles and goals. We work in partnership with parents and carers to enable each child to get the very best out of their time at Fernbees

We utilise the system iConnect to record the learning journeys of our children, for which you will receive your own personal login. The system will allow you to keep up to date with what your child has been doing while they are with us, and share with us what your child is up to at home.

We are open from 7am – 6pm Monday-Friday, 51 weeks of the year and open Bank Holidays. We close for 1 week between Christmas and New Year.

We ask you as parents to choose between our two full day sessions,

- 7am-5pm
- 8am-6pm

We do also offer half day sessions

- 7am-12noon
- 1pm-6pm

If you require any ad-hoc extra session, these will be subject to availability, we ask you to request these at the earliest opportunity.



Our Values

Our children are our main focus, our number one priority and are at the centre of everything we do. We recognise that every child is unique when they come to us and our values have been designed to embrace and celebrate each child's differences.

We believe that understanding our children enables us to design an environment which responds to individual interests and is best suited to individual personalities giving our children the most effective opportunities to develop their imagination, take risks and accept challenges, and develop confidence in themselves and others.

We are committed to providing a unique, exciting, and warm environment where children have the confidence to be happy, curious, and imaginative.

Empowerment

We will place our children the centre of their learning and development, designing their time with us around their needs and interests inside a warm, safe and secure environment where they feel at home

Individuality

We will treat our children with the respect they are due, remembering at all times their uniqueness and encouraging them to embrace their individuality

Imagination

We will inspire our children to ignite their curiosity and lose themselves in their imagination by engaging in creativity, exploration, and adventure

Challenge

We will engage our children in exciting and challenging learning experiences to spark motivation for future learning and develop confidence to approach new challenges

Kindness

We will promote a culture of kindness, integrity, and empathy. We will ensure our children understand the importance of respecting others and accepting difference



Starting with us

1. What to bring

- Spare clothes
- Nappies and wipes (nappies will be changed at least 3 times a day)
- Nappy cream
- Wellies
- Waterproof coat
- Sun hat and Sun Cream (when weather is fine)
- Baby Formula (if needed)
- Baby Bottles
- Any comforters that your child uses

2. Settling in

Here at Fernbees we aim to support parents/carers to help their children settle quickly and easily by giving full consideration to the individual needs and circumstances of every child and their families.

Our aim is for children to feel safe, stimulated and happy in the environment and to feel secure and comfortable with all staff and for parents to have confidence in both their children's continued well-being and their role as active partners.

We offer a two week settling in period free of charge, over these two weeks your child will have the opportunity to experience different sessions throughout the nursery day gradually building up their time with us before starting.

This gradual introduction to nursery allows parents/carers and child to get to know staff and their new environment and has been proven to be a successful transition into nursery life.

- a. All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the nursery
- b. We allocate a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child, ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- c. We will review the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- d. We assign a secondary key person to each child in case the key person is not available. Parents will be made aware of this to support the settling process
- e. We work with parents to gather information before the child starts. This includes the child's interests, likes and dislikes, This information will inform a baseline of the child's current development to plan, and meet, the individual needs of the child from the first day
- f. We welcome parents to stay with their child during the first few settle sessions until the child feels settled and the parents feel comfortable about leaving their child. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents
- g. We make efforts to reassure parents whose children seem to be taking a long time settling in to the nursery and developing a plan with them
- h. We encourage parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- i. We respect the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- j. We do not take a child on an outing from the nursery until he/she is completely settled



3. Mealtimes

We believe that mealtimes should be an enjoyable and social occasions for children and staff alike.

Our menus are designed to promote delicious, nutritious, and balanced mealtimes prepared in our commercial kitchen by our fully qualified kitchen team.

To ensure our produce is top quality we use trusted suppliers with whom we have formed a strong relationship over many years.

Our menus are reviewed regularly and given to you as part of our induction process. And are displayed in the reception area for you to see each day.

Our children are offered;

- Breakfast (7am-8.30am)
- Mid-Morning snack (10am)
- Lunch (11.30-12noon)
- Mid-Afternoon snack (2.30pm)
- Tea (4.15pm-4.45pm)

Any dietary requirements your child may have just let us know as and we will do our best to accommodate, children will be encouraged to try a little bit of everything but if they do not like or refuse food we will offer an alternative either at the meal time or later on.

No packed lunches should be supplied by parents to ensure no allergens are brought into the nursery

We will make up baby's bottles as and when is required, we are able to sterilise bottles using our microwave steriliser following manufacturing instructions.

Please see our Nutrition and Mealtimes Policy for more information.



Policies and procedures: condensed

Our full policies and procedures are available within the nursery and copies of all policies can be made available to you on request.

4. Welfare of your child

- a. We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard. **Please refer to our Safeguarding Children Policy**
- b. We will respect the Child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others
- c. Your consent to such physical contact as may be lawful accord with good practice, and be appropriate and proper for teaching and instruction and for providing comfort to a Child in distress, or to maintain safety and good order, or in connection with the Child's health and welfare.
- d. Parents of children who are not potty trained must provide disposable nappies and wipes.
- e. Parents should provide sealed formula milk for bottle feeding babies. Bringing in and storing made-up formula milk may increase the chance of a baby becoming ill and should be avoided
- f. Labelled mother's breast milk will be stored in the fridge.
- g. As regards behaviour management techniques and sanctions, **please refer to the nursery's Promoting Positive Behaviour Policy**
- h. The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions, **please refer to the individual policies and procedures and ask for a copy where required.**

5. Health and Medical Matters

- a. If your Child becomes ill during the nursery session the nursery manager will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details. If your child requires urgent medical attention while under our care, we will if practicable attempt to contact you and obtain your prior consent. However, should we be unable to contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation, or blood transfusion (unless you have previously notified us you object to blood transfusions).
- b. If your Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. Please refer to our **Medication and Sickness Policy**. Please also refer to the **illness/communicable disease list** supplied on minimum periods of exclusion from the nursery.
- c. You must notify the nursery manager if the Child is absent from the nursery through sickness.
- d. If your Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 24 hours. If the Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours. If the illness is a communicable illness then clause 5.b shall also apply and the child will be unable to attend the nursery until such time as the infection has cleared.
- e. If you have administered Calpol to your child, they should not attend nursery for 24 hours from the time the medicine was ingested. This is because Calpol can mask the effects of illness which could then be passed on to other children.
- f. As regards medication, and the administration of it to your child, please refer to the nursery's **Medication and Sickness Policy**. Please ask for a copy of it if necessary.
- g. All accidents are recorded on our online system iConnect, parents can sign them on the system, this must be done prior to child leaving nursery.
- h. Smoking is not permitted on the nursery premises including the car park. Please refer to our **No Smoking policy**.



6. Reporting of neglect or abuse

- a. We have an obligation to report to the relevant authorities any suspicions we have that your child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you.
- b. **Please refer to our Safeguarding Children Policy.**

7. Security

- a. If you expect to be late picking up your child you must call the nursery as soon as possible to advise of your situation
- b. Where necessary, a designated adult may be arranged to pick up your child. We will only release a child to a designated adult who knows the 'password' agreed between the parents and the nursery in advance.
- c. Where a designated adult is due to pick up a child, you should inform the nursery of the persons identity to enable us to talk to the child where appropriate in order to eliminate any distress caused by the situation.
- d. If the designated adult is not known to the nursery, you must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care.
- e. For the avoidance of doubt, we will not release a child to any person not known to the nursery.
- f. In the event of a child not being collected, we will follow our **Late Collection and Non Collection policy**. This can be made available on request.
- g. In the event of a child going missing from the setting or on an outing, we will follow our **Lost Child Procedure**. This can be made available on request.

8. Compliments and Complaints

- h. Please address any complaint or concern to the supervisor in charge, in the first instance, and if the matter is not resolved within a reasonable period, please refer it to the nursery manager.
- i. **Please refer to our complaints and compliments policy which shall apply to any complaints received by us.**

9. Special Educational Needs and Disabilities

At Fernbees Day Nursery we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside their peers through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working in partnership with parents in order to meet their child's individual needs and develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

The nursery will undertake a Progress Check of all children at age two in accordance with the Code of Practice. The early years provider will also undertake an assessment at the end of the Early Years Foundation Stage (in the final term of the year in which a child turns five) to prepare an EYFS Profile of the child.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs; any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals



- Observing each child's development and monitoring such observations regularly.

Please refer to our SEND Policy for more information



Our contact details

Direct Line	0161 523 5427
Fernbees email	fernbees@oleacare.uk
Office Line	0161 947 0874
Fernlea	0161 456 8322
Website	www.fernbees.co.uk

