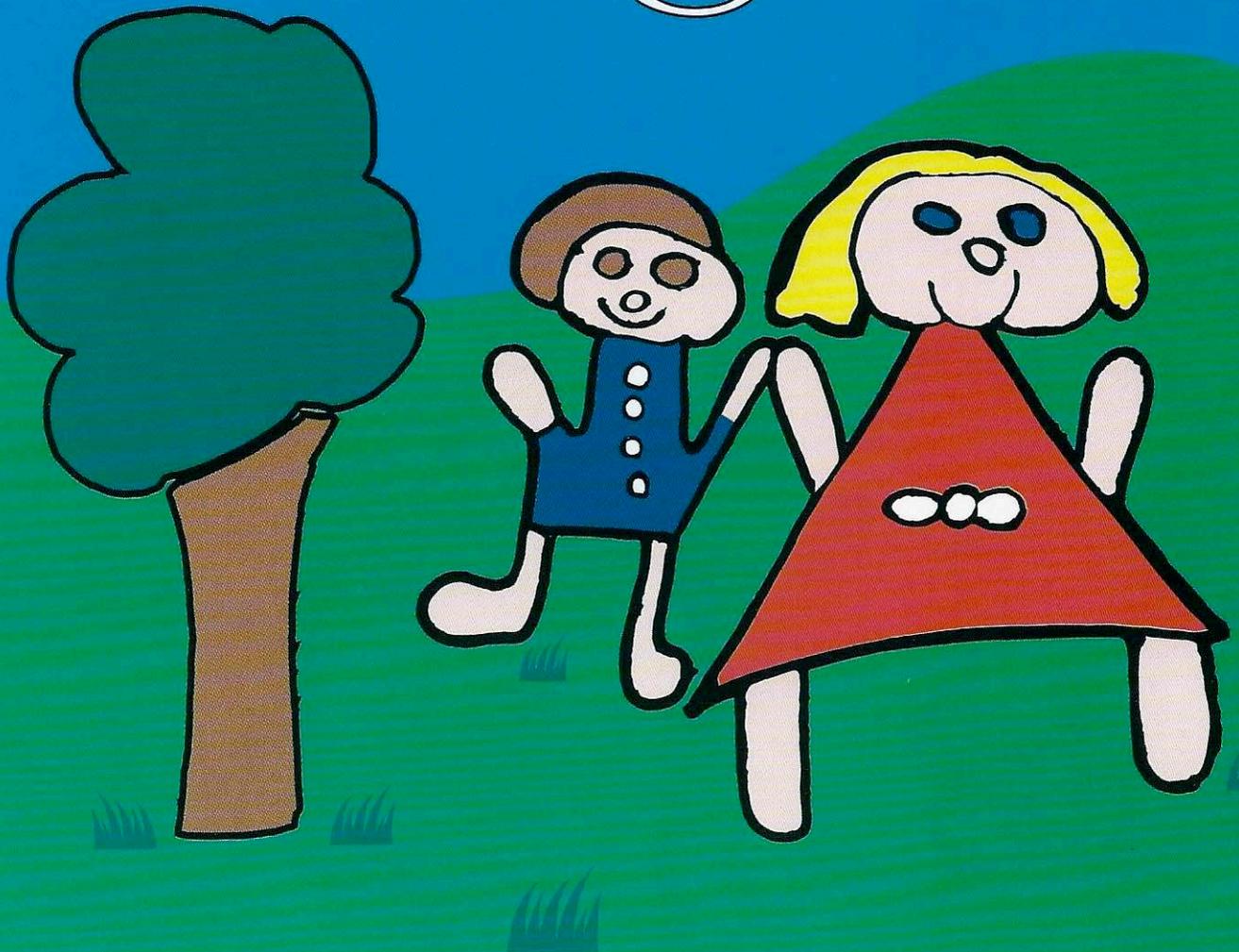


Parent Pack

# Little Angels



# LITTLE ANGELS

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## **Dear Parent / Carer**

Choosing the right nursery for your child is just one of the important choices you will have to make as a parent and we appreciate the difficulties and anxieties some parents may feel when leaving their child in the care of someone else for the first time.

Please take the time to read this document and keep for future reference.

Within this 'parent information pack' we have tried to provide all the information you need and to answer questions you may have. We have included a snap-shot of some of our nursery policies, but a full and comprehensive list can be viewed on request.

We would also encourage you to get to know the nursery staff, and your child's key person who will always be happy to discuss your child's care and development.

# General Information

## Attendance / Fees

Please notify the nursery as early as possible if your child will not be attending, or if they will be arriving late for any reason to enable us to plan meals etc.

Although regular attendance is important we will rely on parents discretion to keep their child away from nursery if they are unwell and until fully recovered from any illness. We will refuse to accept any child into the nursery should we feel they are unfit to attend. We do this to consider the welfare of the other children as well as the staff.

For more information please refer to our 'Nursery Sickness Policy' within this information pack.

Any absence through sickness or holiday is payable in full as your child's place is secured throughout the year. It is not possible for your child to *'make up' time* for missed attendance.

A deposit (or the first months fees) is required to secure the placement. Any deposit paid will be deducted from the first account due.

Settling in visits are not charged for but must be arranged with the Nursery Manager.

Fees are calculated on a 52 week year basis and due on 1st of each

month in advance. (i.e. January fees are due 1st December, February fees are due 1st January etc.)

Additional sessions are sometimes available and can be arranged with the Nursery Manager. Extra attendance will be billed separately and must be paid promptly.

It is not possible for children to 'make up' time missed due to Bank Holiday closures.

## Leaving Nursery

When the time comes for your child to leave 'Little Angels' we require a minimum of one month's notice, in writing, or one month's fees in lieu of notice.

## Clothing

Please ensure that your child is suitably dressed for nursery activities. Clothes should be practical, comfortable and easy for the children to manage. Footwear needs to be suitable for physical activities. Flip flops, slippers, strappy sandals or high heels are not suitable. Boots are not practical for wearing indoors.

For the summer months we ask you to supply a sun hat, as well as sun cream, for your child's use.

Similarly, Wellington boots, warm coat, hat and gloves for the winter months.

The nursery provides protective clothing where appropriate but it is not always possible to prevent 'accidents' where the children get wet or dirty. The nursery do not accept responsibility for damage to any items of clothing.

We ask parents provide a full change of clothing for their child to be left at the nursery. We do have a supply of spare clothes but the children do feel more comfortable in their own things.

Please ensure that all items of clothing are clearly marked with your child's name to avoid losses.

## Jewellery

For your child's safety we request that they do NOT wear jewellery to nursery, unless for cultural or religious reasons. The nursery cannot accept liability for loss or damage to such items or injuries caused by their use.

## Children's property

If your child has a 'special' comfort toy or item (dummy or blanket) they are welcome to bring them to nursery to assist settling in. They will be encouraged to leave these things on their 'coat pegs' for safe keeping during their stay but will be able to access them should they need to.

We appreciate children like to bring personal items to nursery to 'show'

to their friends but we ask parents to limit how many items the children bring to nursery. Please do not let your child bring delicate or expensive toys, money, jewellery etc. as children get distressed if things get lost or broken. The nursery cannot accept liability for loss or damage to property or clothing, however caused.

## Nappies and Wipes

Please supply your child with sufficient nappies and wipes (where appropriate) to be kept at the nursery. You will also be required to supply any creams or lotions needed for your child.

## Toilet Training

Please let the staff know when your child has began toilet training so we can continue to assist in this area of development.

## Sleeping

Younger babies are provided with cots to enable them to maintain established sleep routines.

Older babies and 2yr olds are provided with individual beds or sleep-mats and are encouraged to rest or sleep after lunch which we call our 'quiet time'.

## Babies bottles

We ask parents to provide the appropriate number of sterilised bottles for their child ensuring each

bottle is labelled with their child's name.

Please provide a container with the correct weighed out formula so that staff can make up the bottles as and when needed.

## Mealtimes

Children arriving at nursery before 8.30a.m. will be offered breakfast. If your child arrives after this time please ensure they have eaten at home.

Nursery staff sit with the children at mealtimes and actively encourage them to develop good eating habits and become independent when using the appropriate cutlery. Good table manners are promoted at all times. We try to make mealtimes a relaxed social occasion when children enjoy each others company.

The nursery has bibs to protect your child's clothes at mealtimes but if you prefer to send in your own we will ensure it is used.

The menu is shown on the display boards in the reception area of each nursery.

Our nurseries promote healthy eating, and our menus provide a high standard of healthy meals using quality ingredients, cooked on our premises. We discourage parents from bringing in juice, as we

provided milk and water throughout the day.

If your child has any allergies to foods or drinks it is imperative you let the staff know.

## Birthdays

We will make their birthday a special occasion at nursery and children are welcome to bring in a birthday cake which they can share with their friends. The cake needs to be in a box with the 'use by' date displayed.

## Unwanted behaviour

Staff will aim to establish clear and simple limits as to what is acceptable behaviour for all children attending the nursery.

Any unwanted behaviour will be addressed immediately by giving an explanation of what action was unacceptable and why.

For persistent unwanted behaviour the nursery operates a 'Time out' policy, which will involve the child being sat away from the group for a short time.

The parent of any child consistently showing unwanted behaviour will be approached to discuss an acceptable course of action.

Unwanted behaviour by any parent will be dealt with by the Nursery Manager who will assess the situation and take the appropriate action.

## Golden Rules

The Nursery has a list of 'Golden Rules' which the children are taught and parents are encouraged to use them at home.

- We Listen when others are talking
- When we Speak to each other we use quiet voices
- We are kind and gentle to our friends
- We play together and share our toys
- When we are inside we walk

## Accidents/incidents

All accidents are recorded on an accident/incident form showing as much detail as possible. Parents are made aware of any bumps, grazes etc. by staff and asked to read and sign the 'accident form' before returning it to the staff. All completed forms are kept on file. Parents will be notified of any head injuries, by telephone.

## Time keeping

Please do not arrive early with your child as the nursery must maintain strict child to staff ratios as laid down by Ofsted.

If you arrive early, even 5 minutes, it can disrupt the numbers and we will ask you to remain with your child until the correct time.

If your child is collected later than their prearranged time staff ratios are disrupted and more importantly, your child could become upset. Please try not to be late - it is not fair to your child or the staff. If it is unavoidable please try to make alternative arrangements for your child to be collected by an authorised person.

If you arrive late you may be charged a fee as per our Terms and Conditions.

## People authorised to collect your child

If you are unable to collect your child from nursery please let the staff know who will be coming. Only authorised and identified persons will be considered appropriate. If the nursery staff have any doubts about the adult coming to collect the child, they will be refused admission until the parent has been contacted.

In an emergency we will take instructions over the telephone from the main carer and ask for a 'password' to ensure the child's safety. It is vital you keep us informed of any changes you wish to make to your authorisation form.

## Integration within the nursery

The staff may from time to time integrate your child into different areas of the nursery where they will encounter a wider range of play activities to stimulate their development. We have found these short sessions in different areas ensures a smooth transition into the main nursery at the age of 2 years.

## Outings

Occasionally we like to take the children in our care off the premises for outings/visits to the local parks, libraries or shops. These small trips will only take place under the strict supervision of the qualified staff with a ratio of one adult to two children.

To enable these trips to take place we ask you complete the appropriate section on the 'Parents permission page' letting us know your preference.

## Students

From time to time, we take on students from local colleges, studying for various child care qualifications. Students are always supervised when working with the children.

## Keep us informed

It is essential that parents inform the nursery, in writing, of any change of address or change of telephone numbers, either work or home. We also ask you provide any details regarding your child which may be relevant. In case of an emergency it is vital we have an up to date emergency contact number should we be unable to contact you.

Please note that we **DO NOT** have the right to withhold information from any parent, who has Parental responsibility.

## Children's Act 1989

Under the 1989 Children's act the staff have a legal obligation to ensure and be responsive to the children's overall welfare at all times. Should we have concerns about any child we will contact the appropriate agencies.

## Mobile Phones

Little Angels has a mobile phone policy therefore we do not allow mobile phones to be used within the nursery.

## Smoking

Little Angels has a 'NO SMOKING' policy therefore we do not allow smoking on the nursery premises or surrounding grounds.

## Illness

If a child becomes ill whilst at nursery we will contact the parents or, if we are unable to locate the parents, the emergency contact name we have on file, and request the child is collected. The staff will do all they can to make the child as comfortable as possible

but we are unable to provide one to one care to give a sick child the continuous individual attention they need at such a time. Prompt collection is therefore important.

## Medication

Occasionally it may be necessary for a child to take medicines during the day, i.e. to complete a course of antibiotics, long standing treatment for a permanent condition etc., but generally we ask that your child does not attend nursery if they require medication.

Medicines prescribed by a Doctor *may* be given to a child after a 'Medication form', giving authorisation, has been completed and signed by the parent and providing the staff are satisfied the child is well enough to attend nursery, without causing a risk of infection to the other children or to the staff.

Staff **WILL NOT** administer medicines such as 'Calpol' to children in the belief that if a child

needs this type of medication they are not fit to attend nursery. However, if the staff feel a child is at risk of febrile convulsions, due to a very high temperature 'Calpol may be given, with permission from the parent, who will be asked to collect their child as soon as possible.

If your child has had medication before arriving at nursery please let us know.

## Ofsted

Little Angels Nurseries are registered with and inspected by Ofsted to ensure we are providing a high standard of quality care and that our educational activities compare favourably with schools.

If any time parents would like more information on our planned activities please feel free to speak to your child's key person.

As we are inspected by Ofsted it enables us to claim 'Educational Funding' for 2, 3 and 4 year olds attending our nurseries. Funding is claimed from the local Authority by Little Angels Nurseries and accepted as part payment for fees. If you would like more information regarding your child's entitlement please speak to the Nursery manager or Deputy.

## Educational Funding

All 3/4 year olds can now get 570 hours of free early education and childcare. Currently this can be taken as 15 hours per week for 38 weeks per year.

Parents can start claiming the term after your child's 3rd birthday. To claim funding we just need to see the original birth certificate and take a copy for our records.

Some 2 year olds can also get free childcare but to be eligible you need a letter from your local family information service.

## Record keeping/ Development files

From 2015, our nurseries have introduced 'Tapestry', an online learning journal specifically used in conjunction with the EYFS.

Each journal is individually created for your child with full control over who can view and edit it.

Partnership with Parents is a vital part of our work, so 'Tapestry', ties in perfectly, and helps us work together to plan your child's next steps.

Your child's key-person will be happy to explain in more detail and

we look forward to your participation.

## Pupil Premium

It has long been recognised that high quality early years education can make a dramatic difference to children's lives.

So from April 2015 the Pupil Premium Payment was introduced for nurseries to mirror that given to schools.

Eligible children will be entitled to an extra £300 per year, to be used by their nurseries for additional resources to improve the quality of early years education.

Please speak to your nursery manager to check if your child is eligible.

# Little Angels Day Nurseries

## **Sickness Policy and Procedures.**

The health and welfare of the children in our care is paramount.

The following information aims to protect the children and staff of Little Angels Day Nurseries by promoting a healthy environment.

During the early years, as their immune system develops, children are vulnerable to infections. If a child is unwell please do not give them medicines such as 'Calpol' and send them to nursery in the hope they will be 'all right'.

Little Angels Staff and Parents/Carers can work together to provide the best care for the children attending Little Angels Nurseries by agreeing to comply with the policies and procedures as follows :-

Parents / Carers keep children and babies at home should they become unwell.

Should there be any doubt about a child's health, expert medical attention and advice should be sought. (To reduce the risk of infection spreading throughout the nursery.)

Parents will not give their children medicines before bringing them to Nursery.

If the staff feel a child is unwell on arrival they will refuse to accept them into the nursery.

If a child becomes ill whilst at nursery the staff will contact the parent / carer and request they collect their child as soon as practical.

Children will not return to nursery until they are completely recovered.

The minimum exclusion times recommended within our list of 'Common Childhood Ailments' are adhered to.

Parents/Carers will not ask staff to administer medicines not prescribed by a Doctor.

# A guide to Common Childhood Ailments

When a child is ill it can be a difficult time for parents, especially those with work commitments. Although the staff appreciate the pressures some parents face, they must protect the health and welfare of all the children attending nursery and insist any exclusion times within the following guide are followed.

In order to practice infection control we have adopted the policies issued by the Essex Health Protection Unit, however we have adjusted some exclusion times to protect the babies and very young children, in our care, whose immune systems are not fully developed.

We look for parent co-operation in helping maintain a healthy environment. The following pages are a guide to the most common childhood illnesses.

## Chicken Pox

A common contagious disease of childhood. It shows itself as a characteristic itchy rash of small raised pink spots which rapidly change to watery blisters. These then dry to form a scab. The spots generally form on the trunk and spread all over the body. The incubation period is between 11 - 21 days. The child is infectious until all the spots have formed scabs.

*Exclusion Time: Should not return until all vesicles have crusted over.*

## Common Cold and Coughs

The common cold is a highly contagious virus infection of the nose and throat. It can be caused by many different virus. Cold viruses are spread in droplets which may be sneezed or coughed and are inhaled by others. They can be spread by direct contact. The symptoms include runny nose, sneezing, sore throat, blocked nose, runny eyes, temperature.

A cough is a protective mechanism. It can be a symptom of an illness or the body's way of reacting to an irritant in the throat or air passages. A cough usually develops along with a cold.

*Exclusion Time : Return only when your child has recovered enough to feel comfortable*

*and able to cope with nursery activities. To avoid spreading infection your child should not attend nursery if they have any fever, chesty cough or are continually sneezing. Although you may feel your child is well enough to attend Please consider others, especially our young babies.*

## Conjunctivitis

A HIGHLY contagious and easily transferred infection. Symptoms include sore eyes, redness, itchiness and irritation of the eyes, swollen eyelids and discharge. A clear discharge from the eyes generally indicates viral infection whilst a thick yellowish one suggests a bacterial infection. A discharge can lead to sticky eyelids. The child may be unable to open their eyes after sleep. The infection is spread by direct contact with any discharge from the eye and spreads rapidly in the nursery environment.

*Exclusion Time : None: however, we ask you to consider other children and staff.*

## Croup

Croup is usually caused by a viral infection. It causes inflammation and constriction of the upper airways. Croup generally starts 24 - 48 hours after a cold. Some of the symptoms include croaking/barking cough, hoarse voice, noisy breathing, wheezing. Croup is often eased by the child breathing moist air.

*Exclusion Time : Croup is infectious and a child should be kept home until the child is clear of the cough.*

## Diarrhoea

Diarrhoea is a symptom of a disorder, usually an infection in the intestines. It can be dangerous in babies

and young children if it lasts for more than a day or two. Teething does not cause diarrhoea. Diarrhoea is infectious to both children and adult and spreads rapidly within the nursery environment.

*Exclusion Times : A child must not return to nursery until the symptoms have stopped and the child has had normal stools for at least 24 hours.*

## Ear Infections

Often a baby or child with an ear infection will be distressed and could possibly have a raised temperature. Any ear problems should be seen by a Doctor as complications could cause permanent hearing loss.

*Exclusion Times : A child should be kept home until they are well in themselves.*

## Fever (Temperature)

A fever is a temperature of 38°C (100°F) or over. It is not an illness itself but a symptom, a sign that something else is wrong. A fever means the body is fighting an infection and that it needs rest. A raised temperature is a sign that a child should be kept indoors, or an adult should stay off work. If a child develops a temperature whilst at nursery the staff will endeavor to cool the child down by sponging with cool water and removing clothing. We will not administer medicines, such as 'Calpol', as although this will generally reduce a high temperature it will not resolve the underlying illness or infection.

*Exclusion Times: A child should be kept home until a temperature has stabilized.*

## German Measles

Due to immunisation German Measles is becoming rarer. It is a mild infectious disease. It may cause a rash which consists of tiny, flat pink/red spots starting on the face and spreading to the trunk and limbs. The glands, particularly behind the ears, may become swollen.

*Exclusion times : Child can return to nursery 4 days after the rash appears. Please notify the nursery due to complications for pregnant woman.*

## Hand, Foot and Mouth

This is a mild viral infection which causes blisters in the mouth, on the hands and/or the feet. It is spread by direct contact with the secretions of the infected person and by coughing and sneezing.

*Exclusion Times : May be considered if a large number of children are affected.*

## Head lice

Head lice are very tiny, flat, crawling insects which live on human hair near the scalp. Head lice lay

6 - 8 eggs each day gluing them to the root of the hair. The eggs hatch 7 - 10 days later leaving empty shells, called nits. In most cases there are no symptoms of an infestation, itching only occurs as an allergic reaction to the Head lice saliva as it feeds on blood from the scalp. The only way they can be passed on is by close head contact, a single louse can visit several heads in one day. Once live Head lice have been detected it is important that the whole family is checked for infection, NOT just the children. Anyone outside the family who has had contact with the child should be checked

*Exclusion Times : None: Although treatment by parents is recommended.*

## Impetigo

Impetigo is a common, highly infectious skin condition which is spread through contact. It starts as small red spots which soon become blisters that break and ooze a pale sticky liquid.. These moist blisters gradually enlarge and harden to form straw/yellow coloured crusts and scabs.

*Exclusion times : The child will not be allowed back to nursery until the lesions have crusted or 48 hours after starting antibiotic treatment.*

## Measles

Measles is a highly contagious viral infection with a characteristic rash, fever and other symptoms similar to the common cold. The rash appears 3 - 4 days after the onset of the illness initially as separate spots which merge to give a blotchy appearance. The rash begins on the face, behind the ears and then spreads over the whole body. White spots may be present on the inside of the cheeks. The rash begins to fade after 3 - 4 days after its appearance and at the same time the fever begins to subside.

*Exclusion Times : The child should not return to nursery until 4 days after the onset of the rash.*

## Meningitis

Meningitis is an inflammation of the membranes covering the brain and spinal cord. Viral meningitis is generally not severe and patients make a good recovery. Bacterial meningitis can be life threatening or could lead to brain damage in some cases. Prompt diagnosis and treatment are paramount to ensure a complete recovery. In young children the symptoms may be non-specific in the early stages.

They could include fever, vomiting, refusal to eat, irritability and drowsiness. There could be an inability to tolerate bright lights, muscle stiffness or red purple rash, which looks like fine pinpoint spots which spread rapidly to the whole body. These spots DO NOT fade on pressure. Immediate medical attention is needed.

*Exclusion Times : The child can return once they are fully recovered.*

## Mumps

Mumps causes fever and swelling of the salivary glands, particularly just in front of and below the ear.

It may affect other organs such as the testes in boys and ovaries in girls.

*Exclusion Times : The child should not return to nursery before 5 days after the onset of the swelling and only then if the swelling has subsided.*

## Nappy Rash

The most common form of nappy rash is caused when urine and faeces in the nappy irritates the skin. Keeping the nappy area clean and dry and using an appropriate cream should clear any soreness. Any rash that does not clear up, gets worse, or seems to cover the whole of the nappy area should be checked by the G.P.

*Exclusion Times : The child can attend nursery unless the rash is caused by an infectious disease such as thrush.*

## Rashes

Skin rashes are common in children and generally disappear as quickly as they arrive. They can be a symptom of a local or general infection or allergy such as viral infection, rubella or German measles. The child should see a Doctor if a rash does not disappear within two days or if the child has a fever or other symptoms of illness.

*Exclusion Times : Dependent on the cause of the rash.*

## Scabies

Scabies is highly contagious. It is an extremely irritating, itchy rash caused by a tiny parasite. The female mite burrows into the skin and lays its eggs causing the severe itching. Scabies is passed from person to person. The first signs are fine lines (mite burrows) ending in a black spot, most commonly between the fingers but can be found in the wrists, in the armpits, between the buttocks, over the shoulders, around the genitals and on the palms and soles. Scabies is treated by application of a lotion over the whole body. Everyone in the family will need to be treated.

*Exclusion Times : The child should not return to nursery until the after the treatment has been completed.*

## Thread Worms

Threadworms are the most common worm and are extremely infectious, passed from person to person as eggs if the hands are not cleaned sufficiently. Worms cause anal itching, and as the worms are active at night this can cause the child's sleep to be disturbed. Worms can cause redness and irritation of the vulva in girls as well as inflammation of the anus. Some worms are passed out of the body in the faeces and are visible as tiny white threads. The child could appear under nourished. Treatment will be prescribed by the G.P. who may recommend the whole family is treated.

*Exclusion Times : The child should not return to nursery until the stools are clear to avoid infection to others. Meticulous hand washing and hygiene are vital.*

## Teething

Teething can be a hard time for a child and for the parents. When a baby is teething the gums will be red and swollen at the site of the tooth that is about to emerge. This may make the child fretful and disrupt their sleep. Teething will usually make the child dribble more than usual and the cheeks may become red. Other symptoms are sometimes wrongly connected with teething. Teething DOES NOT cause unrelated symptoms such as vomiting, diarrhoea, nappy rash, cough or runny nose, although it can cause the child to have difficulty with feeding.

*Exclusion Times : None*

## Vomiting (Sickness)

Vomiting is a sign all is not well. A single episode of vomiting in a well child is unlikely to be due to a serious illness. Repeated vomiting may indicate an infection in the gut, gastroenteritis for example, an infection somewhere else in the body, food poisoning or a head injury. A Doctor should be consulted if the child continues to vomit over a six hour period.

*Exclusion Times : The child should not return to nursery until 48 hours after the last bout of vomiting.*

## Whooping Cough (pertussis)

Whooping Cough is a serious childhood illness particularly in young babies but is preventable by vaccination. The whooping cough starts slowly after symptoms of a common cold. The cough gets worse and the 'whoop' develops.

*Exclusion Times : The child should not return to nursery until they are completely clear of the infection. Severe cases could take 6 weeks.*

## CONTACT US

Please contact the Nursery Manager at:

**East Tilbury Children's Centre  
Princess Margaret Road  
East Tilbury  
Essex RM18 8SB  
  
01375 841100**

**Aveley Discovery Children's Centre  
Aveley Primary School Site  
Stifford Road  
Aveley  
Essex RM15 4AA  
  
01708 866093**

Why not visit us on our website at: [www.littleangelsnursery.co.uk](http://www.littleangelsnursery.co.uk) or E-Mail us at [littleangelset@btconnect.com](mailto:littleangelset@btconnect.com)

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