

YOU WANT YOUR CHILD TO
BE CARED FOR IN A SAFE, LOVING
ENVIRONMENT - SO DO WE!



POLICY STATEMENTS

NEWCASTLE

JUNE 2007

Our policy statements have been devised to inform and protect children, parents and staff and to ensure that everyone who uses The Cedars Nursery has a clear understanding of these.

Philosophy of The Cedars Nursery

The Cedars Nursery's goal is to provide the highest standard of care and education for children from birth to school age.

These are important formative years and we aim to provide a variety of activities which will help your child achieve to the best of their abilities. Our aim is that the children in our care should develop at their own pace and be respected as individuals; to feel safe and confident in a warm, caring and stimulating environment.

It is both a privilege and a responsibility to care for and educate your child. We promise that this will be done to the highest standards by caring professionals working with exceptional systems and the latest specialist equipment in an environment of excellence.

Our investment in people, systems and facility will be constant and we will give parents/carers and children standards that are clearly superior to any other nursery whilst offering a fully flexible service and being totally accessible to parents/carers.

Health and Safety Policy

Your child's safety is paramount and we take every step to ensure the highest level of safety and security within The Cedars Nursery.

All Staff are given an induction session which covers all Health and Safety Information and they must read the information provided. The Health and Safety Law 1999 is located in the Manager's Office.

The main door into The Cedars Nursery has security coded keypads with only The Cedars Nursery staff being aware of these codes. In order to enter the building, parents/carers must ring the doorbell and wait for a member of staff to answer. Only members of staff are permitted to open these doors.

If a child is to be collected by anyone other than the nominated person, as stated on the

registration form, The Cedars Nursery Manager must be informed (in absence the deputy). If a parent is to collect another child as well as their own, confirmation must be given by both sets of parents/carers to the manager (in absence the deputy).

If a member of staff does not recognise the person collecting a child, the child's password will be requested. This is held on the child's registration form in the managers office. If the correct password is not known or given, the child will not be released to that person, and the child's parents/carer will be contacted.

Visitors to The Cedars Nursery must have identification and will be asked to sign the Visitor Attendance Record, which is located in the manager's office. A member of staff will accompany them at all times.

Attendance records and room registers are completed twice daily, morning and afternoon and are kept in each room during each session so that we are aware of who is in the building at all times. Attendance records are signed by the parents/carers when they leave their child in The Cedars Nursery's care. This is a declaration that they have passed on all information regarding medication, illness or accidents that their child may have had since last attending The Cedars Nursery.

Fire drills are performed every two months and our fire safety equipment is checked on an annual basis. All fire exits and fire extinguishers are clearly marked and checked.

Hygiene is of the utmost importance and kept to the highest of standards by our housekeeper, cleaner and staff. The Cedars Nursery staff wear a uniform and disposable protective clothing when serving meals and when dealing with incidents involving bodily fluids such as urine, diarrhoea, vomit etc.

The Cedars Nursery staff are also trained in basic food hygiene and this training is reviewed on a regular basis. Children's personal hygiene is developed through activities that encourage hand washing before meals and after toileting. Children clean their teeth daily at The Cedars Nursery.

Any child suffering from a doubtful rash, sore throat, discharge from the eye or nose, or diarrhoea, should be kept at home until a doctor has certified that the symptoms have disappeared. Should a child become sick at the nursery, every effort will be made to

contact the parents/carers. The Cedars Nursery reserves the right to take a child to hospital in an emergency. Prescribed and emergency medicines are not administered on the premises unless the appropriate forms have been completed. Parents must use discretion and liaise with the staff if the child has been unwell. Any infectious diseases must be reported to the Manager, minimising the effect on The Cedars Nursery. (Please see exclusion chart for infectious and contagious illnesses.)

If any child has an allergy it is the parents/carers responsibility to give the nursery as much information as possible regarding the allergy, what triggers the allergy, how serious it is, the signs and symptoms and any details of medical attention needed.

We aim to prevent incidents happening in the nursery, however they do occur, and in the event, all incidents are recorded, the manager is informed and parents/carers are notified. Parents are asked to sign an incident form when they arrive to collect their child.

When requested, or in instances of head injuries, the parents/carers will receive a copy of the incident form in case further treatment is needed out of nursery hours. The Cedars Nursery staff have first aid training and there is a designated first aider on each floor.

The Cedars Nursery aims to enrich children's experiences and understanding of the world through visits and outings. These visits are planned in advance, however, opportunities may arise for spontaneous outings. Children will only be taken on visits and outings once a parent/carer has completed the outings consent section of The Cedars Nursery Registration Form.

Before any outing takes place a visit assessment will be carried out to ensure that the venue is suitable to the age group of our children. All staff will be suitably qualified including one who has had first aid training. There will be incident and emergency and communication plans in place.

For the outing The Cedars Nursery will use a reputable transport company, who have seat belts fitted to all coaches. Child/Staff ratios will exceed the minimum rations required by the Children's Act. There will be a named person who has overall responsibility for the outing.

Key Worker Policy

The Cedars Nursery has a key worker policy in order to maintain continuity of care. We have created a structure of internal reporting with all staff, monitoring and recording each individual child's progress in the nursery.

Each full time member of staff is responsible for specific children. Once a child has been registered to attend The Cedars Nursery, a key worker is nominated. On the child's first visit with their parents/carers, the nominated key worker introduces themselves and receives all relevant information about the child.

The key worker with parents/carers completes a child development checklist to identify the child's stage of development. This enables the key worker/staff members to provide appropriate activities for the child.

Our staff maintain development records of each child which shows the progress made during their time at The Cedars Nursery. These records are available for parents/carers to look through at anytime.

The Cedars Nursery holds parent evenings and coffee mornings during the year when parents/carers can discuss their child's development with the nominated key worker. If these occasions are not accessible to parents/carers other arrangements will be made.

This nominated key worker will stay with the child until they are ready to progress within The Cedars Nursery. The child will have visits arranged for them to become familiar with this new curriculum, room and staff. These visits are also offered to the parents. The key worker accompanies the child on these visits to ensure the child settles comfortably in their new environment. All relevant information is then passed on to the next nominated key worker.

A list of key workers is displayed on each parents/carers notice board

Curriculum Policy

The Cedars Nursery provides a stimulating, safe and caring environment in which all children can develop emotionally and socially. We actively promote the development of a positive self image and create a non-discriminatory atmosphere by introducing appropriate toys, games and books to encourage equal opportunity for all children.

The Cedars Nursery implements two curriculums, Birth to Three Matters Framework and The Foundation Stage Curriculum.

Birth to Three Matters is a framework that supports children in their earliest years. The purpose of the Framework is to provide support, information, guidance and challenge for all those with responsibility for the care and education of babies and children from birth to three years.

'Babies are given excellent opportunities to explore freely with materials and items. For example, they eagerly investigate the coloured rice pudding using their hands, plastic spatulas and wooden spoons. Staff are fully engaged in their play and are sensitive to their individual needs, when they appear apprehensive'.

Ofsted Inspection 2006.

The Foundation Stage is the first part of the National Curriculum focusing on the distinct needs of children aged three to the end of their reception year. The Foundation Stage has six areas of learning. Each area of learning has a goal set out with skills, understanding, knowledge and attitudes which is hoped children will reach or exceed by the end of the Foundation Stage.

'Staff provide some excellent and very well planned activities for the children that assist in their all round learning very well'

Ofsted 2006

Parents/Carers have access to these curriculums and our yearly, monthly and weekly activity planning is always displayed. Although we implement the framework and foundation stage, the basis of our philosophy is for the children to learn through play. A child's early years are the most formative in their lives, and we provide vital opportunities and experiences that aid the children to develop to their maximum potential.

We encourage the children to learn independently and provide opportunities for the children to select an activity or topic, giving them a chance to fully play and explore as individuals or with others. A sense of achievement is developed within the children, also allowing them to develop and extend their natural curiosity.

A child's day at The Cedars Nursery involves a variety of activities which cover all aspects of child development with the children at the centre of all we do.

New and exciting activities are supported with visits from external agencies such as the police or dentist to enrich the children's knowledge.

Children have the opportunity to experience other cultures and festivals from around the world.

The Cedars Nursery has a large garden with a grassed area and bark surface area for climbing frames. This enables the child to develop physically through play opportunities.

We provide an active and stimulating day but also understand each child needs time for quiet activities such as jigsaws and reading books.

There are three breaks throughout the day for the children to have breakfast, lunch and tea, with drinks provided. Quiet time for the children is incorporated into morning and afternoon routines. In the baby room the child's routine is carried on from their home environment by The Cedars Nursery staff working closely with parents/carers.

All children are encouraged to fully participate in all The Cedars Nursery activities, however no child will ever be forced into anything they do not wish to do.

Settling In Policy

Children new to the The Cedars Nursery

It is our policy to make the integration of a child into The Cedars Nursery as smooth as possible for both child and the parents/carers.

When a child has been registered, visits are

arranged preferably over a two to four week period prior to their date of commencement. These visits are arranged so staff can work in partnership with parents/carers to settle the child into The Cedars Nursery environment.

The first visits are arranged so the parents/carers can stay with their child and are introduced to their nominated key worker. Visits are then arranged for children, and parents/carers have a choice of staying with their child, leaving them for a couple of hours. Staff inform parents/carers that they may call any time to find out how their child is progressing. Children may be collect before the session ends if preferred.

Full sessions and days are offered closer to the date of commencement for the child to experience the full Cedars Nursery routine. These visits continue to be arranged until the agreed start date and the child is settled.

Moving areas within The Cedars Nursery

At this time parents are offered visits to view the next room and to meet the members of staff and child's new key worker.

When the child is ready to move into their next area visits are arranged supervised by the child's current key worker who stays with them (where necessary), passing on relevant info to the new nominated key worker.

Parents as Partners

Parents/carers involvement is an integral part of the philosophy behind The Cedars Nursery. It is our policy to ensure that parents/carers have the opportunity to actively participate as partners at all levels. The Cedars Nursery policies are displayed and The Cedars Nursery Bulletins are produced to inform parents/carers of any changes, or forthcoming activities and events. These are also available on our website: www.cedarsnursery.co.uk

Staff consult with parents/carers when their child first visits The Cedars Nursery, to learn the child's routine and any information which will promote the continuity of care and ease integration into The Cedars Nursery.

The Cedars Nursery has an open door policy which welcomes parents/carers into The Cedars Nursery at any time, and they are welcome to phone to speak to the staff who are involved in the care of their child if they have any queries or concerns.

We ensure that all parents/carers have the opportunity to review their child's progress on a regular basis and have the opportunity to work with their child alongside key staff in The Cedars Nursery. The Cedars Nursery also ensures that parents/carers can meet with staff to discuss any concerns or issues they may have.

The Cedars Nursery encourages and offers parents/carers the opportunity to participate in all festivals, celebrations, activities, outings and events that take place. Parents/carers are welcome to become volunteers within The Cedars Nursery setting. Clearance and declaration forms will need to be completed to confirm suitability from Ofsted for working with children. These forms can be obtained from the Nursery Manager.

Medication Policy

Most children at some time will need to have medication administered whilst at The Cedars Nursery. Medication should only be brought to The Cedars Nursery when absolutely essential. The Cedars Nursery will only administer prescribed medication, including Calpol and a parental consent form must be completed.

All prescribed medication, including Calpol, will only be administered for the reason it was prescribed. Any medication that is prescribed by the doctor, it is the parents/carers responsibility to administer the first 24 hrs dosage before the child is able to return to The Cedars Nursery. In the event of a child having a vaccination, they must be absent from The Cedars Nursery for the first 24 hrs.

It is the responsibility of the parents/carers to inform The Cedars Nursery of any medication given to the child before attending The Cedars Nursery. This is especially important in the case of administering Calpol to prevent overdose.

Parents/carers are encouraged to provide The Cedars Nursery with all information about their child's medical needs. Staff noticing a deterioration in a child's health will inform the manager who will then inform the parents/carers.

When a child has had prescribed medication at The Cedars Nursery, the parent must sign the administration form when they collect their child.

A qualified member of staff will administer the medication, and when necessary staff will be given specialist training in medication administration, for example, the use of an EpiPen.

In the event of a child needing long term medication, it is important that The Cedars Nursery has sufficient information. The Cedars Nursery should be informed about medical needs before the child's commencement date, or when a child develops a condition needing long term medication.

When the need arises, you will be given the appropriate medication forms to complete. This must be supported by a statement from the child's GP outlining the seriousness of the condition and any action that The Cedars Nursery Staff may have to take.

Safe Guarding Children

At The Cedars Nursery, it is the role and responsibility of the owners, The Cedars Nursery Management and all employees, to be aware of Safe Guarding Children procedures within The Cedars Nursery. Our main concern is that the needs and safety of each individual child are met. It is our duty to maintain child development records and reports, and note any changes in a child's behaviour and appearance.

The Cedars Nursery will be working within the Every Child Matters Framework to support children to:

- Be Healthy
- Stay Safe
- Enjoy and Achieve
- Make a Positive Contribution

All staff will receive Safe Guarding Children training whilst employed by The Cedars Nursery. This will be continuously addressed through professional development structures and staff supervision. It is also The Cedars Nursery policy that staff are not to work alone with children.

As childcare workers we must work closely with parents/carers and they too must be made aware of our role and policy regarding safe guarding children. Within this role we will liaise with other organisations in the best interests of the child, including social workers, health visitors and psychologists.

In the event of :-

- a) a child disclosing he/she has been subject to abuse
- b) any allegation made that a child has or has been suffering abuse
- c) any signs or symptoms of abuse

It is the responsibility of the employee to report concerns to the designated person and The Cedars Nursery Manager. Following this, they must submit a dated, signed factual written report. On no account will employees question the child involved any further.

The Cedars Nursery Manager or designated person will immediately contact the duty manager/social worker at the Newcastle Social Services Child Protection Unit with all the necessary information. The child's name, date of birth and all concerns will be stated. The telephone number for this unit is:- 0191 277 2500

This will be done as early in the nursery day as possible in order for any urgent action to be taken. If concerns arise after 5pm then the Emergency Duty Team can be contacted on:- 0191 232 8520

If possible, we will discuss the situation with the parents/carers so they are aware of our intention of informing Social Services, however the care of the child will always be our paramount consideration.

In the case of suspected sexual abuse Social Services will be informed immediately without discussion with the parents/carers.

Under no circumstances will any persons involved with The Cedars Nursery discuss information outside The Cedars Nursery with regard to a particular situation. Confidentiality is of the utmost importance and all documentation must be kept in a locked fireproof cabinet. We will not prejudice or discriminate any child or adult following any disclosure.

For any child who returns or enters The Cedars Nursery following child abuse allegations, we will continue to provide a caring and nurturing environment, enabling them to feel safe and therefore aid development of their self esteem and confidence.

If an allegation is made against a member of staff, he/she will be suspended from The Cedars Nursery pending enquiries by the company's directors in partnership with Social Services and Ofsted.

Collection Policy

In the event of failure to collect, The Cedars

Nursery procedure is to:

- a) 30 minutes after closing time, contact the secondary number we have on the Child's Registration Form for collection. Should this not be available then,
- b) After one hour contact the City of Newcastle Child Protection Unit to make arrangements for the child's extended care. This number is 0191 232 8520. The Senior Officer in Charge will make these decisions and calls.

If a child is lost, then the Officer in Charge will immediately call:

- a) The parents/carers
- b) The Police
- c) City of Newcastle Child Protection Unit and state all details of the events leading to the loss of the child.

Equal Opportunities Policy

The Cedars welcomes children from all backgrounds and encourages active involvement and ideas from parents/carers. Children's race, gender, family background, language, culture and religion will be valued for them to feel accepted and develop their own self-esteem. Throughout the year we will have festivals and celebrations which enable the children to understand different cultures and traditions.

- Our Equal Opportunities Policy will be incorporated through The Cedars Nursery's equipment and resources
- Children of both sexes are given positive encouragement from staff to participate in all The Cedars Nursery activities. No child will be discriminated against because of their gender
- We will encourage awareness of special educational needs

Special Educational Needs Policy

The Cedars Nursery is committed to the integration of children with special educational needs, as long as the children can be accommodated into The Cedars Nursery and within our child/staff ratios.

Our policy is that children with special educational needs have the right to be educated and to develop to their full potential alongside other children. Each child's needs are individually addressed and activities adapted to suit.

The Cedars Nursery has an ongoing training policy for their staff. We have nominated special needs co-ordinators who have the responsibility of keeping a special needs reference file up to date on current laws, regulations and any information on specific disabilities. This file is accessible within the staff room for staff and parents/carers to read at their convenience. Also available to read is the Department for Education Code of Practice on the Identification and Assessment of Special Educational Needs.

When a child comes into The Cedars Nursery with a Special Educational Need, where there is no information within the file, it is then the responsibility of the special needs co-ordinator to find out any information regarding this particular special educational need.

The relationship between parents/carers of children with special educational needs and The Cedars Nursery, has a crucial bearing on the child's educational progress. A child's progress may be diminished if their parents/carers are not seen as partners in the educational progress, with information and knowledge to impart.

Parents/carers should be given information, advice and practical help with their children. Staff will work together with parents/carers as partners, to give day to day care for the child, and parents/carers will be given support by all The Cedars Nursery team.

Many children with special educational needs have a range of difficulties. The effective implementation of assessment and provision is possible because The Cedars Nursery has created a positive working relationship with parents/carers, children, the Local Authority Social Services Department, the Health Services and other providers of support services.

Gifted children: The Cedars Nursery understands that gifted implies exceptional abilities, either of high intelligence or in one particular sphere of activity or that the special ability may be for creative thinking or innovation. The education of the gifted child shall be directed to the development of the child's personality, talents and abilities to their utmost potential.

When English is a second language: Many children in early years settings will have a home language that is not English. The Cedars Nursery values this and will provide opportunities for these children to develop in their play and learning. The Cedars Nursery will encourage participation from the child's parents/carers which will give the child a respite from any possible strain in coping with a second language, as well as widening the cultural horizons for the other children. The Cedars Nursery displays multi-cultural posters and signs that are written in different languages.

The Cedars Nursery ensures that all children are treated as equals and are encouraged to take part in every aspect of the The Cedars Nursery's activities. All children will be involved in the daily routine e.g the garden, music and movement and included when outings are organised.

The Cedars Nursery always has at least one Special Educational Needs Co-ordinator who attends specific training courses and acts as an advisor to other staff.

Thank you for reading our policy statements which have been devised to inform and protect children, parents and staff to ensure that everyone who uses the nursery has a clear understanding of how the nursery operates.

If you have any questions on these or any other aspect of nursery care and pre-school education please contact the nursery manager for assistance and advice.

Encouraging Positive Behaviour

The Cedars Nursery will be a happy place for all children, parents/carers and staff. We believe in promoting positive behaviour and encourage self-discipline, consideration for each other, our surroundings and property.

The children are always praised and acknowledged for their positive behaviour and attitudes. Children will not be isolated from staff and other children as a punishment for unacceptable behaviour.

If a child does behave inappropriately, whether by physically hurting another child or adult they will be removed from their group or activity. The child who has been upset or hurt will be comforted and the Nursery Nurse will explain to the offending child why their behaviour is unacceptable. We will always explain that the child's behaviour is unacceptable, not the child. It is important that children are aware of the rules that they are expected to follow. These will be simple, consistent and age appropriate.

Parents/carers will be informed if their child is persistently unkind to others or if their child has been upset. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together and to ensure consistency between the home and The Cedars Nursery.

If necessary we may request extra support and advice from other professionals such as an educational psychologist. The Cedars Nursery has a child behaviour co-ordinator who attends specific training courses. This co-ordinator acts as an advisor to other staff, parents/carers and may be able to give information and advice on the different ways in which children behave and why.

We recognise the need for children to have their own time and space and to be given opportunities to express feelings more creatively. Activities are provided and planned for the children to learn to share and to help them understand their own feelings as well as the feelings of others.

We encourage our children to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour. We want the children to learn to recognise that certain actions are right and others are wrong.

Customer Complaints Procedure

Should a client raise an item of dissatisfaction with any aspect of The Cedars Nursery, staff will discuss the matter fully with them. We would rather fully discuss parental concerns, before they became a problem.

The procedure will be as follows:

- The Cedars Nursery Manager will make an appointment to discuss the complaint
- The matter will be investigated thoroughly
- We will not give any definite comments until all the facts are fully investigated
- We will treat the complaint seriously and confidentially
- The appropriate action will be taken
- The Parent/Carers will be informed of the outcome

If you have a complaint or query about part of our philosophy or policy:

- We will listen to whatever is said and consider this
- If we agree with the complaint we will change. If not, we will explain why not.
- If anyone feels that the complaint is not satisfactorily resolved,

OFSTED can be contacted at:

First Floor, Stockdale House, 8 Victoria Road, Leeds. LS6 1WA Tel: 0845 601 4771

Healthy eating policy

The nurseries have trained professional cooks and fully equipped kitchens. Menus are designed for meat inclusive, vegetarian and special dietary needs and are altered seasonally to take advantage of fresh produce.

Staff are committed to embracing the cultural and religious diversity of the families who use our service introducing children to different religious and cultural festivals through different types of food and drink.

All children are encouraged to eat in social groups with The Cedars Nursery nurses and when possible children are to be given choice and serve themselves. There is also fresh drinking water available at all times.

The Cedars Nursery has a strict no smoking policy both the building and grounds.



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