

# the children's house



## parent/carer Nursery Handbook

“The quality of teaching across the nursery is outstanding. Staff provide an exciting range of high-quality learning experiences for children. As a result, children are highly motivated, eager to explore and develop a curiosity for learning.”

*OfSTED February 2015*



# Welcome

Thank you for choosing **the children's house**. This pack is intended to provide some important information when introducing your child to nursery. It is also intended to give you an insight into nursery life. In addition to this, we have a comprehensive policies and procedures file and make full use of our notice boards, website, newsletters and social media for parents to keep you up to date. However, if at any time you have any questions, please do not hesitate to speak to a member of staff. Your comments and suggestions are always valued.

Starting at nursery is an important time for parents/carers and children. We want to foster close relations with both you and your child/ren. We believe it is vital to work in partnership with parents/carers and we see our role as complimenting the home life of the children.

Do look out for our monthly newsletter, and feel free to leave your email address at reception if you would like a copy sending electronically.

You are welcome into **the children's house** at any time.

Best Wishes

## the team at the children's house

### Contacts

**Sylvia Tiffney** – Director

**Theresa Ellerby** – Director

**Jo Robinson** – Nursery Manager

**Rebecca Noton** – Business Manager

**Amy Wong** – Human Resources Manager

**Reception/Administration**

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# Your Involvement

Welcome from the staff team.

We aim to give you feedback on your child's progress and development in formal and informal ways, and you are invited to discuss this with your Keyworker as frequently as you like.

We would ask that you are responsible for the following where appropriate:

- Signing your child in and out of nursery
- Supplying a change of soft shoes for indoors – slippers or plimsolls
- Supplying powdered formula milk in powder form to be made up at nursery
- Supply of nappies, barrier cream and a full change of name labelled clothing, including winter clothing for walks and sun lotion and hats for summer
- Informing your Keyworker of any medication that your child is currently taking. This must be locked in the medicine cabinet or refrigerator and not left in your child's bag.
- Informing your Keyworker of any changes in your child's routine

Please collect your child's daily diary for under two's or your child's assessment record sheets

Please collect your child's work from their file

Practical 'inexpensive' clothing is strongly recommended.

Please notify the nursery if your child is to be absent

## Opening Hours

Nursery is open

**7.00am – 6.30pm, Monday to Friday**

**51 weeks a year excluding Bank Holidays** (closed between Christmas and New Year)

The Nursery offers breakfast by request

Lunch is served from 11.30am – a menu is displayed in the nursery

Tea is served from 3.30pm – a menu is displayed in the nursery

All Food is included in fees except on funded sessions\* when small charges are made.

\*Please see a member of the Administration team who can advise on this.

# Staffing Structure

The staff employed are:

Directors  
Nursery Manager  
Business Manager  
Human Resources Manager  
Deputy Managers  
Keyworkers  
Nursery Assistants  
Supply staff to cover absences  
Administrators  
Cooks

Nursery may, from time to time, take students from local colleges wanting a workplace to undertake NVQ in Childcare and Education. Students will be allocated a mentor to assist them in their training and will be accompanied at all times by a member of staff.

Nursery is registered with OFSTED Early Years Directorate to care for children from birth to 11 and staff have all undertaken enhanced DBS Disclosures.

We operate – as a minimum - the following staffing ratios in accordance with The Children's Act 1989:

<i>Child's Age</i>	<i>Staffing ratio</i>
birth - 2 Years	1 member of staff to 3 children
2 – 3 Years	1 member of staff to 4 children
3 – 5 Years	1 member of staff to 8 children

## Early Years Foundation Stage (EYFS)

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents. In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

It sets out:

The legal welfare requirements that everyone registered to look after children must follow to keep your child **safe** and promote their welfare

The 7 areas of **learning and development** which guide professionals' engagement with your child's play and activities as they learn new skills and knowledge

Assessments that will tell you about **your child's progress** through the EYFS

Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the "**Early Learning Goals (ELGs)**"

There is also guidance for the professionals supporting your child on planning the learning activities, and observing and assessing what and how your child is learning and developing.

## Ensuring my child's safety

Much thought has been given to making sure that your child is as safe as possible. Within the EYFS there is a set of welfare standards that everyone must follow. These include the numbers of staff required in a nursery, how many children a carer can look after, and other important issues such as administering medicines and carrying out risk assessments.

## Quality

You can find out about the quality of your child's nursery and other early years providers in relation to the EYFS Framework by checking what the Government's official inspection body for early years, Ofsted, has to say about it. You can find this information at [www.ofsted.gov.uk/inspection-reports/find-inspection-report](http://www.ofsted.gov.uk/inspection-reports/find-inspection-report)

The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through **7 areas of learning and development**.

Children should mostly develop the **3 prime areas** first. These are:

- Communication and language
- Physical development
- Personal, social and emotional development

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in **4 specific areas**. These are:

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is similar to the curriculum in primary and secondary schools, but it's suitable for very young children, and it's designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

## When your child is 2

At some point after your child turns 2, the professionals working with your child must give you a written summary of how your child is progressing against the 3 prime areas of learning:

- communication and language;
- physical development; and
- personal, social and emotional development.

This is called **the progress check at age 2**.

This check will highlight areas where your child is progressing well and any where they might need some extra help or support – and how parents, other family members or carers can work with the key person to help. You might find it useful to share the information from the check with other professionals such as health visitors (who can use it as part of the health and development review).

### **When your child is 5**

At the end of the EYFS – in the summer term of the reception year in school – teachers complete an assessment which is known as the **EYFS Profile**. This assessment is carried out by the reception teacher and is based on what they, and other staff caring for your child, have observed over a period of time.

Another important part of the EYFS Profile is your knowledge about your child's learning and development, so do let your child's class teacher know about what your child does with you: such as how confident your child is in writing their name, reading and talking about a favourite book, speaking to people your child is not so familiar with or their understanding of numbers. All of the information collected is used to judge how your child is doing in the 7 areas of learning and development.

# Transition

As your child grows they will move from the baby room to the toddler room and onto the 3-5 unit. We are always striving to make this transition as smooth as possible and your child will make several visits to their 'new' room before they move permanently. We have produced leaflets called *Moving Up* for these transitions. Please ask your Keyworker for a copy and do not hesitate to ask a member of staff for information, advice or guidance.

## Baby Room

The baby room is a warm, homely place where your baby will be cared for in a small group by practitioners specifically skilled in caring for the very young.

Care is taken to ensure that sleeping and feeding habits echo those at home and we provide a daily diary to record meals, sleeps, nappy changes and your baby's activities and achievements. The team have received specialist training in working with very young children and the environment is resourced with high quality natural materials.

Your baby will enjoy experiencing new textures and sounds, rhymes, songs and stories and will enjoy plenty of fresh air in the nursery gardens.

## Toddler Room

The toddler room is a fun, sociable place where your child will have the space to become confident and independent. Toddlers are encouraged to investigate and experiment with new materials, sounds and movement both indoors and out. The activities and equipment are chosen to stimulate curiosity and develop language skills as well as supporting social skills and physical development. There are well equipped areas for all activities ranging from painting and water play to role play and reading as well as quiet areas where your child can rest or sleep.

## 3 – 5 room

The transition into pre-school is a very special milestone in your child's development. Your child will have grown in confidence and ability and is now ready to develop all the skills needed for the new challenge of school.

Our pre-school rooms are led by Montessori teachers and childcare assistants who plan for the individual needs of each child. Your child will develop at their own pace, have fun, make friends, learning while they play, making good use of our wonderful natural outdoor areas. They will be encouraged to be creative, explore, experiment and activities are planned through observing their individual interest and needs. Your child will learn the important social skills of sharing and cooperating, while building self-esteem and becoming competent with number and language.

## Childcare funding

You may be eligible for the **childcare element of the Working Tax Credit** to assist with payment of childcare fees. For further information, please pick up a leaflet at reception or see [www.inlandrevenue.gov.uk/childcare/taxcredits-guidance.htm](http://www.inlandrevenue.gov.uk/childcare/taxcredits-guidance.htm)

You may also be eligible for **Tax Free Childcare** if you are a working family or self employed. The Government will pay 20% of your childcare fees, up to £2000 per child per year. For more details please see [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk).

## **Childcare vouchers we accept:**

Edenred  
Childcare Plus  
Computershare  
Chamber Childcare  
Kids Unlimited  
Leapfrog  
Care 4  
Fidelliti  
Sodexo  
KiddiVouchers  
Linking Up  
Allsave  
Apple

We are currently registered with the above childcare voucher companies. If your employer uses a different company we are happy to register with them.

## **Food and Nutrition**

We pride ourselves on the quality of nutritionally balanced menus we provide for the children in our care.

The children's house was a nursery involved in the pilot of nutritional standards for early years setting with the Children's Food Trust. We have signed up to the **Early Years Code of Practice for Food and Drink**

### **We have a food policy in place to outline our approach to all aspects of food and nutrition.**

This means that everyone involved with this setting knows what foods are on offer to children here, when and where they eat, and how we use food to support children's learning, health and development.

### **We consult with families and children and keep them informed about issues relating to food and drink.**

This means that I/we talk to families about issues such as timing of our meals and snacks, the types of food and drink I/we provide, and what their children eat. We encourage families to give us their views.

### **We plan varied menus for meals and snacks in advance, which include different tastes, colours and textures of food and take into consideration seasonality, sustainability and the impact on the environment.**

This means that staff with appropriate skills plan menus so that all the children we look after are offered varied and balanced food and drink.

### **We provide meals and snacks that are planned so that they meet the national best practice food and drink guidelines.**

This means that the meals and snacks I/we provide accord with the national voluntary food and drink guidelines for early years settings.

### **We cater for the dietary requirements of all children wherever possible.**

This means that I/we work with families to make sure that any special dietary requirements (including food allergies and intolerances) are accommodated, and that children of all cultures and religions can enjoy appropriate meals and snacks.



**We have a positive and welcoming eating environment, to encourage children to eat well, and develop good eating habits and social skills.**

I/We use the whole day, as well as meals and snacks, to teach children about healthy eating and encourage a positive attitude towards mealtimes.

**We have had training to make sure that we are able to provide children with appropriate food and drink for their needs and are effective role models.**

This means that staff planning and preparing meals in this setting have had relevant training in food hygiene and they talk to children about food in a knowledgeable and enthusiastic way.

We have a summer and winter menu. The vast majority of ingredients are organic, GM-free and sourced locally wherever possible.

We aim for meal times to be happy, social occasions encouraging good table manners and enjoyment of sharing a meal together. If you would like further details, please see our Food policy, or ask to speak with the Nursery Manager. Please see our Charges Lists for a full breakdown of fees.

## **Working Together**

### **Key Person**

Each child at nursery will have a Key Person who is sensitive and caring to the needs of your child. The Key Person will help your child become familiar with the setting, communicate with you on a daily basis about their day at nursery. The Key Person will observe your child's learning and progression throughout their time in nursery and will track their development in your child's Special Book.

### **Special Book**

Your child's achievements will be recorded and displayed in your child's Special Book. The Key Person will observe your child on a day to day basis while they are playing and exploring and track their development. The Special Book will include observations, photographs, and examples of children's work. Contributions from home are always welcome. Your child's Special Book is always available for you to see and take home.

### **Daily feedback**

Your child's Key Person will communicate with you on a daily basis about your child's day at nursery and discuss any questions you may have.

### **Parents/Carers Evenings**

Are held in the summer Term for you to meet with your child's Key Person and discuss in more detail your child's development. You will also be able to go through their Special Book and recent progress reports. (You may also arrange to have individual appointments anytime throughout the year)

# Montessori

We deliver the Early Years Foundation Stage through the Montessori philosophy. Please ask to see observation records which bring these together.

## What is Montessori?

Montessori is an approach to early education that focuses on the immense capacity of children to absorb information when given the freedom and independence to learn at their own pace. It takes its name from Dr. Maria Montessori whose scientific background and belief in the potential and uniqueness of children empowered her to develop an educational approach that appreciates how children's thought processes differ from those of adults. Her insights and approach to child development have been enormously influential all over the world, both through what has become the Montessori movement and through mainstream education, which has gradually accepted many of her practices.

What makes the Montessori approach different, and what makes it work so well, is that it is based on a deep understanding of the way children learn – through choosing, trying and doing themselves. When allied to the availability of specially developed materials in a prepared environment, and the close observation and guidance of a Montessori-trained teacher, this leads to an enormously powerful, confidence-building approach to learning.

We also hold a wealth of information on the Montessori philosophy including articles, journals and books. If you would like to know more to support your child's development at home, please speak with a member of the team.

More information:

[www.montessori.org.uk](http://www.montessori.org.uk)

# Policies

## Safeguarding Children

If a member of the nursery staff suspects that a child has been deliberately harmed, they are required to report their concerns to the Safeguarding Children Co-ordinator. 'Harm' includes physical, sexual, emotional abuse or neglect. On receipt of such information the Safeguarding Children Co-ordinator has a duty to refer the suspicion to the appropriate county Social Services Child Care Team.

On receipt of such a referral, the Manager of the Child Care Team is required to liaise with the Police Safeguarding Team to consider what steps need to be taken to investigate the suspicion of harm to the child. The discussion will include how, when and by whom, the child's parents will be informed of the nursery's referral and any investigation, which may follow. It will not normally be the role of the nursery staff to discuss the matter with parents at this stage, and parents should appreciate that these procedures are in the best interest of the child.

A copy of the guidelines of the Local Safeguarding Children policy guidelines is held at the nursery and is available for parents/carers to consult. The Nursery Manager will be pleased to discuss any questions you may have about the nursery's role in the protection of children.

The children's house has a number of policies which meet statutory obligations and best practice, including ones listed below. These are available in a folder in Reception.

Policies included:  
Admissions  
Special Educational Needs  
Child Protection  
Health and Safety  
Administration of Medicines - Sickness  
Equal Opportunities  
Behaviour Management  
Complaints Procedure  
additional policies available in a folder in Reception.

## Confidentiality

It is a legal requirement on the setting to hold information about the children and staff using the setting. Basic information is used for registers, invoices and for emergency contacts. These are stored securely in a locked cabinet and/or by password protected PC.

The staff, through their close relationship with both children and families, may learn more about the families using the provision. All staff are aware that this information is confidential and only for use within the setting. If any of this information is requested for whatever reason, the parent's permission will always be sought. Parents/carers wishing to access their child/ren's personal files should submit a written request to the Senior Management Team.

The setting is also governed by the Data Protection Act. If , however, a child is considered at risk, our Safeguarding children policy will override confidentiality.

## Complaints

### Early Years/Out of School

If a parent/carer has an issue either involving their individual child or the service as a whole, they should in the first instance, raise the issue with the child's Keyworker. If the parent/carer feels unable or unwilling to raise the matter in this way they are advised to speak with the Nursery Manager.

Should the matter not be resolved, the issue should be made as a formal complaint in writing or by email. This will be brought to the attention of the Directors. There is a file for Complaint forms in reception – these can be taken away and completed (anonymously if required) and sent back to the setting. It is the responsibility of the management team to investigate the complaint and record findings on the 'formal complaints form'.

At all points in the process the parent/carer will be kept informed of developments. The issue will be inspected fully and you will be informed of the findings of an investigation within 14 days of us receiving a complaint. If you are not satisfied with the way in which this complaint has been handled, you can make a complaint in writing by telephone, fax or in person to any member of OfSTED staff. **The complaints line is Tel 0300 1234234.** Alternatively you can contact OFSTED at

**Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD**

We keep a complaints log detailing any complaints relating to the Early Years Foundation Stage which parents are welcome to view.

## Sickness & Medicine

In the event of your child being ill, the Keyworker should be informed of their absence. If your child is unwell during their time at nursery, you will be contacted. It is therefore essential for our nursery administration system that we have at least two numbers on which you or a representative can be contacted. These should be kept up to date. Under no circumstances can children be admitted to nursery with a high temperature, sickness and/or diarrhoea, or any other contagious or infectious disease (a list of which is available in nursery.)

Staff are unable to give consent for any medical treatment, therefore a consent form must be signed.

Staff will administer medication if requested by parents/carers. This will be recorded in the medication book and signed by both Keyworker and parent/carer. This will state the child's name, dosage and frequency and the medicine should be handed to the Keyworker for storage in the refrigerator.

**Children cannot be admitted back in to the nursery until 48 hours after starting a course of antibiotics.**

### Exclusion periods for illness/communicable disease

Disease/illness	Minimal exclusion period
Anti-biotics prescribed	First 2 days at home
Temperature	If sent home ill, child must be off for 24hrs
Vomiting	If sent home ill, child must be off for 48hrs
Conjunctivitis	Kept at home for 2 days; thereafter until eyes are no longer weeping.
Diarrhoea	48 hours
Chickenpox	7 days from appearance of the rash
Gastroenteritis, food poisoning, salmonellosis and dysentery	Until authorised by District Community Physician
Infective hepatitis	7 days from onset of jaundice
Measles	7 days from appearance of rash
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided and in no case less than 7 days from onset of illness
Pertussis ( whooping cough)	21 days from the onset of paroxysmal cough
Poliomyelitis	Until declared free from infection by District Community Physician
Rubella (German Measles )	4 days from appearance of rash.
Scarlet fever and streptococcal Infection of the throat	Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment.
Tuberculosis	Until declared free from infection by the District Community Physician
Typhoid fever	Until declared free from infection by the District Community Physician
Impetigo	Until the skin is healed
Pediculosis (lice )	Until appropriate treatment has been

	given
Plantar warts	No exclusion. Should be treated and covered.
Ringworm of scalp	Until cured
Ringworm of body	Seldom necessary to exclude provided treatment is being given.
Scabies	Need not be excluded once appropriate treatment has been given.
Hand Foot and mouth	Children cannot attend until blisters are dry and healed

## Admissions Policy

The admissions policy at the children's house incorporates our equal opportunities policy. No one parent or child shall be discriminated against registration at the nursery. Admissions will be on a first come first served basis for all nursery children, assuming that the child's needs can be met by the setting.

## Finally....

At nursery we will provide:

- Daily diary for pre twos
- Reporting for over twos – assessment record sheets and verbal feedback
- Artwork files
- A weekly planning sheet of activities
- Monthly newsletter
- Special Book

We are delighted that you have shown an interest in the children's house family and we hope you enjoy your time with us. We hope we have provided you with a useful guide, however, should you require any additional information our staff are only too pleased to help.

**Parent/carer handbook 2017 ©**

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