



# Parents and Carers Hand Book

Dear Parent/Carer.

Thank you for your interest in Pebbles Day Nursery. At Pebbles we aim to provide professional care with a friendly, homely atmosphere for all our children. We encourage strong partnerships with both parents and their children. We believe that this relationship is key in every child meeting their goals. Parent's contributions are acknowledged and encouraged. Dedicated staff will embrace all areas of learning through play following the Early Years Foundation Phase.

At Pebbles Day Nursery we believe strongly that children learn through play; when children are engaged they will learn, children work and play alongside each other developing good social skills.

Our staff are committed, experienced and passionate in caring for your child within a safe and secure environment.

This handbook is designed to provide you with all the information you will need and after reading this you will have a better understanding of how our nursery operates and cares for your child. At Pebbles your child's happiness and safety are our priorities and we would appreciate you taking the time to read this booklet in order for you to make an informed choice.

We welcome new parents to visit the nursery, meet the staff, view our policies and procedures and please feel free to ask a member of staff any further questions.

Please DO NOT just turn up expecting a viewing. All viewings will need to be booked in due to other appointments and the routine of the nursery. Any parent who just turns up unannounced will be asked to book in an appointment which is convenient for both Pebbles and the parent.

Your Faithfully,

*Kelly Phillips*

Kelly Phillips

Responsible Individual

## **Registration**

Registration forms will be given to parents/carers at the end of their viewing session if they wish to use Pebbles Day Nursery. There is a £20 registration fee. Payments can be made in cash or by cheque made payable to Pebbles Day Nursery.

To make the transition from home to nursery as happy as possible we recommend you visit the nursery with your child prior to their starting date. We also offer to two settling in sessions which help your child familiarise themselves with staff and other children as well as the nursery setting.

If a space is not available for your child, their name will be placed on our waiting list and you will be notified immediately when a place becomes available.

If you wish to alter your booked sessions or remove your child from our nursery a minimum of one months' notice is required. We offer a number of different sessions including half day, full day and after school.

## **Opening times**

Pebbles Day Nursery will be open Monday to Friday from 7:30 a.m. - 6:00 p.m.

We are closed for one week at Christmas and all Bank Holidays.

Basic Sessions Available :- Full Day 7:30 a.m. - 6:00 p.m.

Half Day Morning 7:30 a.m. - 1:00 p.m.

Half Day afternoon 1:00 p.m. - 6:00 p.m.

After School 3:30 p.m. (approx) -6:00 p.m.

Parents are requested to adhere to these times promptly. Children cannot be accepted into nursery before 7:30am and must be collected by 18.00pm. Parents of children who attend sessions within the day must arrive by the end of the session for staff to handover. Failure to collect on time will result in an additional charge of £5per five minutes or part thereof to cover additional staffing ratios. (This is at the managers discretion)

All children must be collected by an adult known to us, If for any reason none of the named adults are can collect on a particular day, as your child's safety is paramount to us we will need some form of notification on who is collecting your child and they **MUST** be aware of the password. We **DO NOT** under any circumstances allow your child to leave the nursery with an unauthorized person.

## **Illness**

If your child is ill or has to be sent home because they are ill, it is our policy that they remain home for 48hrs after the last symptoms have cleared. Your child will be sent home if they have two loose bowel motions during the day, it is significantly important to adhere to this policy , as it helps reduce the spread of infection to other children and staff.

## **Fees:**

<b>Childcare Options</b>	<b>Hours</b>	<b>Cost</b>
Full Day	7:30a.m.-18.00pm	£42.00
Half Day including school drop off	7:30am-12:55pm	£32.00
Half Day including school pick up	11:35a.m - 6:00p.m.	£32.00
Half Day	7:30am-13.00pm & 13.00pm-18.00pm	£27.00
Breakfast Club	7.30am - 8.25am drop off	£7.00
After School Club	3.25pm (pick up) - 6pm	£13.00

Fees are due whether your child attends nursery or not, this includes illness, holidays and any public holidays.

We would recommend setting up a standing order each month, hassle and stress free for you. We will send out monthly invoices at the end of each month for the next month, if any extra sessions have been booked we will include these in your invoice. If you would prefer to have invoices emailed to you please let a member of staff know and we will happily do this for you each month.

If for any reason an invoice is not paid, we will unfortunately be UNABLE to take your child until payment has been paid to the nursery. There will also be a late payment fee.

Under the working Families tax credit you may be eligible to claim up to 70% off your childcare costs. We also register with childcare voucher schemes. These are available from employers and can save you money from your tax payments to the Inland Revenue.

### **Extra Sessions**

Please note that Pebbles will always try their best to book extra sessions for you, however this may not always be possible due to staff holidays, staff training or nursery being full at that time. Please remember that if you have requested extra sessions and they have been confirmed with you, you will still be charged for them even if you decide not to use them. Please understand that we may have turned down staff holidays or other children. Pebbles will use their discretion on this.

### **Staffing**

At Pebbles Day Nursery we believe that staff are the key to your child's happiness, children will respond and develop good skills if staff are passionate and dedicated about their jobs.

Staff are carefully trained in a wide range of areas allowing staff the opportunity to learn and gain more knowledge in areas of importance.

All staff have completed a Disclosure and Barring Service (DBS) and have been interviewed and cleared by the Nursery Management team. Every staff member is level three or above qualified to provide care for your children.

Pebbles Day Nursery excels in providing a high ratio of qualified staff on premises. We do sometimes have students at the nursery, so that they may gain first hand experience of working with children. Please be assured that students are never left unsupervised, and that all adults who may help in the nursery have the relevant DBS checks. Your child will be assigned a key worker, and this member of staff will organise activities for your child and also monitor your child's development.

### **Meals and Snacks**

At Pebbles we work with a three week rotating menu, this is displayed at reception for you. We have facilities to store and serve baby feeds, but older babies are able to have the same meal as the older children if desired and we are able to blend these meals. We provide clean bibs and wipes for children at meal times.

The nursery provides meals and snacks throughout the day.

Breakfast is served at 8:00 am - 8:45 am /usually a choice of cereal or porridge.

Mid morning snack at 10:00 am / Toast with a variety of toppings.

Lunch at 12:00 pm

Light Tea at 3:30 pm

We do not give squash at the nursery but there is always water available for your child throughout the day. We do ask if you could supply your child with their own water

bottle to be left in nursery, these will be filled with fresh water when needed and be available to your child all day at their hydration stations. We will clean and sterilise as needed.

You may prefer to send your child with a packed lunch and snacks as an alternative option.

It is Vital to state on the registration form any known allergies, intolerance, cultural beliefs or anything that your child is unable to eat. We respect any decision you make as a parent.

### **Birthdays**

On your child's birthday we are more than happy for you to provide a birthday cake. We will turn either our lunch time or tea time meals into a party for your child and his/her friends. We will play games, sing Happy Birthday and make your child's day as special as we can.

### **Nappies**

Although we have a stock of nappies and wipes at the nursery these are used for emergencies.

We ask all parents to supply nappies and wipes for their own child. Your child will be changed as needed rather than a rigid three times a day, so please make sure you provide enough nappies and wipes for the day. If the nursery needs to supply nappies for your child you will be asked to pay for them.

When your child is ready to be toilet trained we will happily discuss this with you to ensure consistency between home and nursery.

### **Topics and Recording Development**

At Pebbles we choose topics to base our activities on, these are changed at regular intervals and include topics such as The Seaside, Nursery Rhymes, Pets and Animals.

We use play as a centre of our learning and provide the children with toys and objects to fuel their imagination, giving them chances to explore and develop new skills. We encourage and guide each child to engage in activities but also give them space to make their own personal discoveries.

We regularly monitor your child's development and keep records of your child's progress for you. Each month we record their new skills and this helps us to deliver new learning challenges to develop each individual's skills at their own pace.

### **After School Club**

We offer collection and drop off services to all schools in the SA3 catchment area. However places for this facility fill up quickly so you may need to be placed on a waiting list. Children are given breakfast or afternoon tea, and they have a quiet area if they wish to complete homework.

### **Parking**

There is a large car park outside our front entrance. Please take care when arriving or leaving the premises. We cannot accept any responsibility for any damage or theft to vehicles or their contents.

### **Health and Safety**

The children's health and safety is paramount. Children are supervised at all times. Staff regularly check equipment, keep outside doors locked and observe fire regulations.

If your child has an unexpected accident whilst at nursery staff will look after your child dealing with the accident with the use of First Aid (if applicable). Staff will complete an 'Accident form' with details of the accident including any first aid used.

All minor injuries will be treated accordingly, all accidents which are more serious will be treated quickly and parents contacted.

Parents will be asked to read and sign the 'Accident Form' upon collection of your child.

On occasion some children will bump themselves or fall over without staff noticing it, also the child may not have informed staff that they have hurt themselves. In these cases, an 'Accident Form' may not have been completed as staff may not have been aware of the accident. In this situation staff will do their best to address any concerns a parent may have and investigate the incident to try to understand how a child has hurt themselves. Most of the time children will bump themselves and a mark is not visible until the following day, in these cases parents are asked to inform staff so the correct procedure is carried out in reporting the accident.

### **Existing Injuries:**

If your child has an accident whilst at home or outside our care, please inform staff as a report will need to be completed by staff and signed by you giving full details of the injury sustained. If you forget to inform staff and staff see the injury staff will complete a report giving the details they know, ready for you to sign on collection of your child.

Parents are generally the first point of call for any safeguarding issues that may arise.

### **Headlice:**

Please keep staff up to date if your child has headlice, we ask parents to treat your child accordingly using 'Wet Combing' or medication. Once your child is free from headlice you may bring them back to nursery. If staff notice any child with headlice parents will be asked to collect their child until the issue is sorted.

Parents are requested to notify nursery so newsletters can be given to other parents helping stop the spread of them.

### **Equal Opportunities:**

At Pebbles Day Nursery we ensure all children and their families are treated equally, regardless of their background including gender, race, ethnic origin, abilities, culture, religious beliefs and family circumstances.

### **Complaints**

We want Pebbles Day Nursery to provide you with a happy secure start to education. Complaints should be made to the managers (please contact either Kelly or Louise in the nursery) If the complaint is unresolved then it should be taken up with the Care Inspectors Wales (CIW).

Any complaints will be listened to, taken seriously and dealt with accordingly.

### **List of policies and procedures in place at Pebbles Day Nursery**

These are available to you to read. Please feel free to observe these documents along with our inspection report.

Admission policy	Fire Procedure	Staffing
Statement on Health and Safety Policy	Food Preparation and Management	Nappy changing and toileting procedure
Settling in Policy	Arrival and Departure Policy	Social Behaviour and Play
Uncollected Child	Child's Clothing	Missing Child
Outdoor play	Policy statement on Child Protection	Behaviour and Discipline Policy
Anti bullying Statement	Accident Procedure	Administering Medicines
School transport Procedure	Policy statement on race and culture	Integration of Children with Special Needs Policy
Policy Statement on Parents and Partners	Policy Statement on Equal Opportunities	Welsh Language Policy
Smoking and drinking	Environmental Policy	

*This Parent/Carer handbook was updated by Kelly Phillips*

*We reserve the right to alter our prices and information you will be informed with a months' notice of any change to this handbook and our policies and procedures.*

*Each year the nursery is inspected by the CIW and their inspection report is available in the nursery or online through the CIW website. Pebbles day nursery reviews the service it provides to parents, children, organisations and companies to compile a quality of care report each year.*