



## Ghanshyam Nursery School

*'Laying the foundations for life'*

*We strive to provide the highest quality childcare facilities and personnel for the social, personal, cultural and religious advancement of the child.*

# Parents and Carers Handbook

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## Table of Contents

<b>Introduction to the Nursery</b> .....	<b>3</b>
Nursery Overview.....	3
Working in Partnership with Parents and Carers.....	4
Induction to the Nursery.....	4
Bluebell Room (18 months to 2 years).....	6
Tulip Room (2 to 3 Years).....	6
Sunflower Room (3 to 5 Years).....	6
Outdoor Area.....	6
<b>Aims and Goals</b> .....	<b>7</b>
<b>Curriculum and the Early Years Foundation Stage</b> .....	<b>7</b>
<b>Our Staff</b> .....	<b>10</b>
Staffing Philosophy.....	10
Our Ratios.....	10
Nursery Staff.....	10
Nursery Manager’s Role.....	11
Key Person’s Role.....	11
<b>Admissions Policy</b> .....	<b>12</b>
Settling in Procedure.....	12
<b>Meals and Snacks</b> .....	<b>13</b>
Specific Food and Drinks Requirements.....	13
<b>Toiletries</b> .....	<b>14</b>
Potty Training.....	14
<b>Policies and Procedures</b> .....	<b>14</b>
Safeguarding Children.....	14
Special Educational Needs.....	15
Behaviour Management.....	16
Equal Opportunities.....	16
<b>Health and Safety</b> .....	<b>18</b>
Security Policies and Procedures.....	18
Collecting Children.....	18
Fire Evacuation Procedures.....	18
Traveling to and From the Nursery - Car Park.....	19
Frequently Asked Questions.....	20
Appendix 1 – Advice to help your child settle in the nursery.....	26

# Introduction to the Nursery

## Nursery Overview

Ghanshyam Nursery School is a private day nursery offering childcare to children aged between 18 months and 5 years of age. English is spoken as the first language, with Gujarati being spoken as a second language. Established in 2001; Ghanshyam Nursery School has grown and has now firmly established itself as a centre offering quality childcare to families throughout Harrow and the surrounding areas. At the centre of our philosophy is the desire that parents/carers can leave the child with us, happy in the knowledge that they will be loved and cared for as they would wish.

The carefully planned and co-ordinated play plans ensure that the child will get the most out of their time with us both in terms of education and enjoyment. It is through the close relationship we have with our parents that we are able to work towards the EYFS (Early Years Foundation Stage) and ELG (Early Learning Goals) in an effective way. We are also able to provide experiences such as ECAT (Every Child a Talker).

The staff at Ghanshyam Nursery School are experienced in working with young children and are committed to ensuring that all the children get the very most out of every session, day and week. We have a strong code of equal opportunities both for the staff and children and operate a policy where everyone is treated with the same love and respect regardless of age, colour or ability.

We are Ofsted Registered (Number EY408297)

Our hours of opening are 8:00am to 5:00pm and provide vegetarian meals cooked on the premises.

The nursery is open for approximately 51 weeks of the year. We close for the Hindu New Year (Ankoot) for one day (if Mon-Fri), for the period between Christmas and New Year and on inset days.

## Working in Partnership with Parents and Carers

On behalf of all of the staff and management team, we would like to welcome you to Ghanshyam Nursery School.

When we established the nursery in 2001, we decided that our ultimate objective, and one that we have never wavered from, would be to:

**"Provide childcare of the highest standards in a safe, homely and stimulating environment."**

Essential to our success is the relationship between the nursery and parents and carers. This relationship is crucial to the wellbeing, development and progress of your child. During your time here at the nursery we will encourage and promote a two way flow of information, knowledge and expertise. The more we know about you and your child and the more you know about us, the more successful we will be in creating a partnership that is fully supportive of your child.

## Induction to the Nursery

We realise that whether you are coming to the nursery for the first time or transferring from another setting, it is a significant transition for your child and you, and one that needs to be handled with care and sensitivity. The first few months here at the nursery are crucial to establishing the ongoing rapport between staff, parents and children.

For that reason we have put together a structured and considered approach to settling you both into the routines of the nursery as well as providing us with opportunities to gather as much information as we need before the start date. Of course even after the start date, information changes and we also need to ensure we have procedures in place to keep our records up to date.

**So, how does it all work after you have seen the nursery and made your decision to book?**

- **Parent information guide** - We will provide you with a parent information pack containing a fee schedule, terms and conditions and a booking form.
- **Booking and registration** - Once you are happy, you complete your booking form. Normally, we will have already discussed availability, start dates, fees, payment and any special needs.
- **Confirming your booking and start date** - Once we receive your booking, acknowledge the details in a welcome pack which contains all the details we have discussed and agreed.
- **Nursery management system** - We log all your booking details and these are stored securely in a lockable filing cabinet.
- **Documentation about your child** - We create a hard copy file containing all key documents, which is stored securely in a lockable filing cabinet.
- **Grants and subsidies** - We also discuss details relating to the Early Years Funding Entitlement, if your child qualifies. This is an amount advised to us by the Local Education Authority for free sessions, which are discounted from your fees. This is

applicable to children aged 2 and over. Further information can be obtained from the Nursery Manager.

- **Workplace vouchers** - We can also advise you at this point on other forms of funding for childcare such as workplace vouchers, which provide tax and national insurance rebates against childcare fees.
- **Settling-in sessions** - settling in sessions for you and your child which usually take place 2 weeks before the start date. Settling sessions will also include a home visit. Settling sessions are normally one hour, one and half hours and two hours respectively, and ideally we do like to see the children each day.
- **Re-acquaint yourself with the nursery before starting** - Especially if you booked many months in advance, we invite you to come and see the nursery again before the start date. Please feel free to bring a partner, friend or other relative.
- **Booking the settling in sessions** - About 6 weeks before the start date, as appropriate, we will contact you again to confirm with you the dates of the three settling-in sessions.
- **Settling your child** - At the settling-in sessions you are welcome to stay with your child. You are also free to sit in the staff area or come into the office to watch your child on our CCTV system. Normally by the third settling session we would ask that you leave your child with us so he / she gets used to you not being in the room.
- **Keyperson** - We will introduce you to your child's key worker and talk through how your child will be cared for during their time at the nursery. We'll show you how we record information about your child's daily activities. We'll talk about the way we observe and monitor your child's progress including any structured approaches such as the Early Years Foundation Stage. We'll talk you through key nursery policies and procedures.
- **Contacts and security** - We will need names and photos of all adults (anyone who is aged 17 and over) who may be picking and dropping off your child. A password also comes in handy as an extra layer of security.
- **Care plan** - At the settling in sessions we complete the main care plan details about your child which tell us about routines, sleep patterns, diet, allergies, previous nursery experience and everything we need to know to ensure we settle in your child as efficiently and comfortably as possible.
- **Consent forms** - We will also ask you to complete consent forms for outings, sun cream, photographs and other matters where we need your authority beforehand.

### Bluebell Room: Children 18 months-2 years

**Movers, Shakers and Players** - At this age, children begin to show an increasing independence and obvious pleasure in moving, communicating and learning through play. Our Toddler room offers many opportunities for their developmental needs. We also include various other activities such as arts and crafts, heuristic play, music and movement, exploratory areas and plenty of opportunity for free play both indoors and outside.

### Tulip Room: Children 2-3 Years

**Walkers, Talkers and Pretenders** - At this age children display a greater competence at moving and talking and pretending. They also show increased confidence in themselves and their skills at making relationships. The rooms will be divided into different areas. One will include all their messy activities: arts and crafts, sand and water play, play dough, cornflower and many more. The other area will include areas like their home corner, book corner, computer area, construction area and mark making in the messy area. By setting the rooms up in this way we aim for the children's development to take place without too many overly formal activities.

The children in Nursery Room are able to explore and learn throughout their day without too much pressure and at their own pace. They will be taken to the outside play area which will provide them with an outdoor extension to their indoor activities. At this age also children will be experiencing the change from nappies to potties and toilets. Whatever the challenge, you can be assured that our staff are well trained, motivated and committed and work alongside parents during this transition.

### Sunflower Room: Children 3-5 Years

**Experimenters, Players and Questioners** - At this age children deepen their understanding by playing, talking, observing, planning, questioning, experimenting, testing, repeating, reflecting and responding to adults and to each other.

The rooms are divided into specific areas of learning and play, and many of the activities are geared towards the children's ongoing needs once they go onto school, in particular the requirements of the **Early Years Foundation Stage**, which we are registered to provide.

Children are taken to the outside play area which provides them with an outdoor extension to their indoor activities. At this age there is a degree of free flow to the day's structure, where children are encouraged to select the activities in which they want to participate, overseen by key members of staff. Fundamental to your child's enjoyment of nursery is your encouragement and reinforcement of the care, play and learning that we provide here at The Ghanshyam Nursery.

### Our Outdoor Area

Our outdoor area and garden is a particular feature of the nursery being some 300 square metres in area, very well equipped and secure all round. In line with the best practices contained in the Early Years Foundation Stage (EYFS), this is an extension of the indoor play and learning environment, where children can choose the activities that engage them. The extensive safety surfacing has allowed us to create an all weather playground to burn off some of that excess energy. Children will be able to enjoy digging, planting, sand and water activities.

## Aims and Goals

Our primary goal is to ensure that we provide the highest quality childcare that is both accessible and affordable. Our nursery will differentiate itself by a passionate attention to detail in everything we do underpinned by our quality programme.

Your children will be safe, loved and stimulated in an efficient, well maintained and above all homely environment. We will promote a healthy understanding and respect for natural values in all aspects of the nursery.

Above all, we want your children to leave our nursery with the confidence and skills to help them meet the challenges that lie ahead in the school system and beyond. We passionately believe this to be a joint effort between the nursery and parents and to that end we will promote the right environment for that partnership to succeed.

## Curriculum and the Early Years Foundation Stage

The nursery's curriculum will be both formal and informal. We assess the children by stage, not age, so every child can fulfil his or her potential. The curriculum is continually updated and is implemented by trained staff, who work in partnership with parents to ensure that every child's needs are being met. Ghanshyam Nursery is regulated by OFSTED (Office for Standards in Education). Our nursery is subject to regular inspection to ensure compliance with national standards covering every aspect, from staffing, organisation and curriculum to equipment, food and drink, safety and hygiene.

At Ghanshyam Nursery we promote a natural and stimulating environment both inside and out to allow children the time to explore the world around them at their own pace. Our curriculum and approach to day care aims to include best practices from both private and government maintained settings, ultimately preparing the way for a child's entrance into the school system and beyond.

We aim to achieve a sensible balance between free and structured activities by offering a wide range of supervised activities designed to encourage language, confidence and independence. Our curriculum is based on good childcare best practices and is underpinned by the Government's Early Learning Goals

The Early Years Foundation Stage (EYFS) is the framework that provides this assurance. The overriding aim of the EYFS is to help young children achieve the five outcomes of:

- Staying safe.
- Being healthy.
- Enjoying and achieving.
- Making a positive contribution.
- Achieving economic well-being.

The way in which these outcomes will be achieved must be governed by:

1. Setting the standards for the learning, development and care young children should experience when they are attending a setting outside their family home, ensuring that every child makes progress and that no child gets left behind;
2. Providing for equality of opportunity and anti-discriminatory practice and ensuring that every child is included and not disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability;
3. Creating the framework for partnership working between parents and professionals, and between all the settings that the child attends;
4. Improving quality and consistency in the early years sector through a universal set of standards which apply to all settings, ending the distinction between care and learning in the existing frameworks, and providing the basis for the inspection and regulation regime;
5. Laying a secure foundation for future learning through learning and development that is planned around the individual needs and interests of the child, and informed by the use of ongoing observational assessment.
6. Effective practice in the EYFS is built on four guiding themes. They provide a context for the requirements and describe how nurseries should support the development, learning and care of young children.

The themes are each broken down into four commitments describing how the principles can be put into practice.

**A Unique Child** - recognises that every child is a competent learner from birth who can be resilient, capable, confident and self-assured. The commitments are focused around development; inclusion; safety; and health and well-being.

**Positive Relationships** - describes how children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person. The commitments are focused around respect; partnership with parents; supporting learning; and the role of the key person.

**Enabling Environments** - explains that the environment plays a key role in supporting and extending children's development and learning. The commitments are focused around observation, assessment and planning.

**Learning and Development** - recognises that children develop and learn in different ways and at different rates, and that all areas of learning and development are equally important and interconnected.

These learning areas are broken down into seven areas:

- Expressive arts and design
- Literacy
- Communication and language
- Physical development
- Personal, social and emotional development
- Mathematics
- Understanding the world

Whilst it is very important to prepare a child for the school curriculum it is also important to remember that there are many facets to each child that need to be observed and encouraged. The EYFS will be a very important part of how our nursery will construct its care and learning framework, supported by our belief in finding best practices wherever they are and building them into our curriculum and activities.

Through the curriculum and policy objectives, the nursery will seek to achieve the following:

- To encourage language and communication with other children and adults.
- To teach each child about sharing and being part of a group.
- To offer each child the most suitable stimuli for their stage of development.
- To help each child with understanding the basic concepts of mathematics, including length, weight and volume.
- To teach children about their five senses and how to use them.
- To help children recognise and identify shapes, colours and sounds.
- To help children understand their own bodies.
- To provide a greater understanding of other parts of the world and different cultures from their own.
- To teach children to respect themselves and others, as well as their background.
- To instil in each child the skill and co-ordination required to control writing tools and basic literacy.
- To encourage each child to persevere, without fearing being wrong.
- To encourage each child to be kind and compassionate to others.
- To encourage children to control their emotions and learn to express themselves appropriately.
- To allow each child to learn through fun and pleasurable activities.

## Staffing Philosophy

Our staff are selected very carefully, not only for their qualifications and experience but also for their love of children. We understand that continuity of care for the children is paramount and for that reason we are totally committed to promoting staff loyalty. There is nothing worse for a child's development at nursery than to experience constantly changing faces due to staff turnover.

The majority of our staff has a level 3 qualification in childcare.

### Our Ratios

Our staff to child ratios are guided by the OFSTED regulations for nursery age children as follows:

Age of child	Staff - Child ratio
Under 2 years	1:3
2 Years	1:4
Over 3 years	1:8

A qualified and experienced member of staff cares for each group of children and there is a minimum of two staff in each room at all times. The national standards require the person in charge of a nursery and the deputy to have an appropriate level 3 qualification or qualified teacher status that specialise in the early years. In addition, at least half of the remaining staff must hold an appropriate level 2 qualification.

Our policy is to exceed statutory requirements, encouraging staff to develop their qualifications and to attend courses in areas such as special needs, equal opportunities and behaviour management.

We expect all staff to obtain First Aid qualifications within six months of appointment, and to keep these up to date.

## Nursery Manager

The overall idea is that Nursery manager provides a supervisory and advisory role to each room under their care, working closely with each room leader to help them achieve their goals.

- To provide effective leadership and management of the Nursery team.
- To provide mentoring, advice, guidance to Room Leaders and their staff.
- To communicate and monitor the overall nursery aims and objectives.
- To provide advice and guidance on the implementation of the EYFS in accordance with the nursery and government guidelines.
- To provide advice and guidance on always being ready for OFSTED in accordance with the nursery's specific plan.
- To ensure that playrooms are implementing policies, planning and observations in accordance with the nursery's objectives.
- To provide advice and guidance on the physical set up of the rooms and shared facilities, including safety, signage, displays, cleanliness and overall decorative maintenance.
- To feedback at management meetings any issue that have come up and to monitor the general morale of the staff.
- To feedback the overall running of the nursery to The Governors e.g. in terms of monthly meeting minutes etc.

## Key Person System

The purpose of our key person system is to:

- Ensure that all children receive consistent and continual care in all aspects of their development.
- Provide an environment where children can feel safe and secure and also gain confidence in themselves and others.
- Ensure that the health and well-being of the child is considered with utmost importance, and that individual caring and development needs are met.
- Ensure that parents are kept informed of all aspects of their child's care and development.
- Ensure the implementation of all short and medium term plans.
- Ensure a smooth and positive settling process for all individual children, when changing rooms and key person.

The planning carried out will be to:

- Assess the needs of individual key children.
- Devise written short and medium term plans in conjunction with the nurseries curriculum.
- Allow written plans to inform individual development needs.
- Based on the children's interests through observations and working with parents

## Admissions Policy

Ghanshyam Nursery School operates an anti-discriminatory policy. We welcome children and staff from all ethnic origins, religious backgrounds, faiths and those who have special needs. We do however reserve the right to refuse entry or placement if we believe this will be detrimental to the care and wellbeing of your child or the children in our care.

We have a booking system, which operates on a first come first served basis, although we may give priority to local families whom are our long term volunteers at the temple. It may also be necessary to put your child on our waiting list; however, we endeavour to place all children as soon as possible.

We aim to work with you to best meet your childcare needs; to help us to do this you will be required to complete some pre-admission information sheets, particular attention is given to identifying any special needs your child has. All information supplied by parents is treated in the strictest confidence.

## Settling in Procedure

We recommend that you follow a settling in procedure before your child starts with us at the nursery. The settling of a parent and child into nursery life is a very important process. Both the parents and the child should be given time to settle into the new environment. The number of settling in sessions will depend on yours and your child's needs. Some children may take longer to settle into a new environment than others.

Settling in sessions for you and your child will usually take place 2 weeks before the start date. Settlings will also include a home visit. Settling sessions are normally one hour, one and half hours and two hours respectively, and ideally we do like to see the children each day.

Parents are welcome to come and have a drink and chat with the Manager during this time, so you are still close by if your child needs you. Ideally one of the visits should be timed to allow the child to experience lunch with us, and a sleep at rest time if they still do so for the full time children.

At the start of your settling in session you should spend some time with the manager or deputy manager and the key person, to discuss your child's care plan and any other relevant paper work that needs completing. You and your child will be introduced to all staff in your child's room.

## Meals and Snacks

As part of our all-inclusive approach, we provide a full range of meals, snacks and drinks for your child during their day at our nursery. A typical day will include Morning Snack (9 a.m. to 9.30 am), lunch (11.45 a.m.) and afternoon tea (3.00.p.m.). These timings vary depending on the age group of the children.

We believe that eating healthily is extremely important in the development of young children. We recognise that children should be able to enjoy food as well as learn good behaviours for the future.

We acknowledge that sugary foods and drinks, fatty foods or foods containing additives are almost unavoidable in the modern diet. However we have tried our best to plan our menus to minimise these influences and encourage enjoyment of a wide range of foods, including multi-cultural produce.

Sample of our menu: Please see the nursery's notice board

Meals will be prepared freshly each day in our purpose built kitchen. Menus for the week will be posted on the Parent's notice board.

## Specific Food and Drink Requirements

We are mindful of the different factors affecting a child's diet such as:

- Food allergies or intolerances
- Dietary and nutritional specifics

As part of our initial and ongoing care arrangements, we take specific note of a wide range of dietary needs and our kitchen staff keep daily records of children attending the nursery and any dietary needs.

We operate a **NO NUT** policy in the nursery. Some products may contain traces of nuts but this might not be overtly listed on the ingredients or may be part of an ingredient not necessarily broken down further.

If in doubt please let us have a definitive list of those products of which you are aware that might prove troublesome to your child.



## Toiletries

The following will need to be provided due to children having specific needs or any allergies to products.

Nappies ~ Wipes ~ Sun Cream

## Potty Training

Children need to feel comfortable about potty training. At Ghanshyam Nursery We will work with you to ensure that the potty training at nursery is consistent with the training you are adopting at home. Parents who wish their child to use pull-ups are welcome to bring them in.

Staff will be very happy to discuss our procedures and methods with you at any time.

## Policies & Procedures

### Safeguarding Children

Ghanshyam Nursery Children Policy has been written taking regard of the following principles:

- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.
- Every child has the right to be involved and consulted in their own intimate care to the best of their abilities and where practicable.
- Every child has the right to express their views on their own intimate care and to have such views taken into account, where practicable.
- Every child has the right to have levels of intimate care that consistent.
- We have put in place a comprehensive set of procedures for staff to follow when a member of the team has a concern regarding the health and safety of a child in their care, where they may for example suspect some form of child abuse is taking place, including within the workplace. This could be in the form of physical, sexual, emotional abuse or some form of neglect of the child's welfare.

### Good Practice

- We will ensure that staff are not left alone with children for any length of time.
- Children will be under the supervision of more than one adult.
- Staff who have not been police checked and we have not received their DBS (Disclosure and Barring Service) will not be left alone with the children and will not be able to take the children to the toilet, or change any nappies.
- All staff will attend Safeguarding training. This will be updated every year.
- The Nursery Manager and Deputy Manager are our designated Safeguarding Children representatives.
- Please see our Safeguarding Children Policy for further information.

## Procedure

- Any sign of a mark or injury to a child when they come into nursery will be recorded.
- It will be recorded on an injury on arrival form', which are kept in the main nursery office
- We ask parents to inform us of all accidents that happen at home.
- If there appear to be any queries regarding the injury the Local Authority will be notified.
- Where a member of staff or manager/deputy is sufficiently concerned, they will contact the Local Safeguarding Children Board (LSCB) for further advice and guidance
- Our nursery is committed to working in partnership with parents/carers, therefore it is our policy to inform you of any concerns we may have, and of any referrals or advice sought from the LCSB.

## Special Educational Needs

Ghanshyam Nursery procedure for the assessment of Special Educational Needs is developed in conjunction with the Code of Practise, and adapted to meet the specific needs of children in our nursery.

We recognise that the knowledge, views and experiences of parents/carers are vital and that effective assessment and provision will be secured where childcare staff work in close partnership with them.

All children who attend the nursery with Special Educational Needs will be offered access to the full range of activities. These activities will be appropriate to the age and the skills of that child taking into account the child's culture and individual needs. They will also link in to the Foundation Stage of the national curriculum, depending on the age of your child.

Each child will have a record, kept in our Special Educational Needs file in the office. This is confidential but is accessible to parents, and is updated by the Special Educational Needs Co-ordinator.

This record will include:

- Reports of the child's progress.
- Behaviour observations.
- Any problems and how they are overcome.
- Areas of strengths and weaknesses.
- An updated ongoing profile of the child.
- Any copies of Individual Educational Plans (IEP'S).
- A register of all children.

The Nursery Manager and a Senior Nursery Practitioner will be the SENCO (Special Education Needs Co-ordinator). Other members of staff will be offered training and support when needed.

## Behaviour Management

Ghanshyam Nursery firmly believes in a positive approach to managing behaviour. We aim to actively encourage children to be helpful, polite, caring and understanding to each other, and the adults in their environment. Children must be encouraged to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour.

Staff are trained to observe the following codes of practice:

- Never use any form of physical punishment or restraint.
- Staff should use a gentle calm tone, especially when dealing with unacceptable behaviour.
- Staff give the child the minimum amount of attention when dealing with the behaviour, (sometimes attention is sought by children irrespective of whether it is negative or positive).
- Children will be encouraged to help write the nursery rules, to promote positive behaviour.
- Training will be offered to all members of the staff team on training days and at performance reviews.
- Staff must demonstrate a good standard of behaviour at all times as they represent role models to the children.
- We would work closely with families and have clear communication policies to ensure we try to promote positive behaviour.

## Equality and Diversity

Ghanshyam Nursery aims to:

- Demonstrate the nursery's commitment, to the quality of equal opportunities.
- Use good employment practise to the benefit of the nursery for our employees, trainees, children, parents and carers.
- Provide for equal opportunity for all children and their families, regardless of gender, ethnic origin, race, colour, sexual orientation, marital status, family structure, social grouping, nationality, age or disability.
- Ensure that individuals are recruited, selected, trained and promoted on the basis of their own skills. By doing this we will ensure that everybody will be treated equally on the grounds of gender, ethnic origin, race, colour, sexual orientation, marital status, family structure, social grouping, nationality, age or disability.
- Comply with various Acts of Parliament, which have an effect on employment.

Through the day-to-day life of the nursery our aim is to:

- Treat each child as an individual.
- Ensure that children with Special Needs or Additional Educational Needs will benefit from our nursery services.
- Respect their religion and culture.

- Ensure all activities and toys are offered all to children regardless of gender and developmental needs.
- Plan activities to enable all children, with or without special needs, to explore and learn at their own pace.
- Encourage positive role models, displayed through toys, imaginary play, books and posters that promote non-stereotyped images. All children will be encouraged to join in all activities i.e. dressing up, home corner, dolls, climbing on large equipment, bikes etc.
- Celebrate festivals, which are relevant to the children attending the nursery.
- Welcome any parent/carer who would like to be involved with widening our education about their cultural or religious beliefs.
- Provide any literature or audiotapes requested by our parents/carers that use English as an additional language.
- Actively promote an open door policy with the nursery.

## Health & Safety

Safety, security and hygiene have been a particular focus for us and we have invested heavily in facilities such as:

- Burglar alarm
- Interconnected fire and smoke alarm systems
- A purpose-built commercial kitchen
- Safety flooring
- Stair gates
- CCTV throughout
- Heat regulated taps and radiators
- Fire doors throughout
- Clearly marked escape routes
- Password system for collection of children

## Our Security Policy and Procedures

The purpose of this policy is to ensure the children's safety at all times. Parents are asked to adhere to our policy and procedures at all times.

- Main security doors should be kept shut and locked at all times.
- Parents and carers will be asked to press the Entry phone which will permit entry to the nursery.
- Only immediate parents or carers will be able to use this system.
- The keypad is backed up with a video entry phone system which is used for non frequent visitors and those not collecting or dropping off children. This is also for other contact picking up children
- Parents must sign their child in and out when bringing their child to nursery and collecting. This is to ensure that we have a record of who is in the nursery in case of an evacuation.

- If using the entry phone, the parent/carer should inform us of their name, their child's name and what room they are going to. If we are unsure of the person at the door, we will not allow access until we have satisfied ourselves of the identity of the caller
- We require a password from parents which must be used when other contacts are collecting.

### Collecting children from the nursery

- When beginning at the nursery parents must provide photographs of all authorised adults that will be collecting their child.
- Any parent/carer who wishes for someone other than themselves to collect their child must inform us prior to the person arriving, giving us a brief description of what they look like, and a password.
- Staff members will ask the person who they come to collect and for the password.
- Before allowing entry staff members will refer to the child's contact card. If necessary, in order to gain other information in direct relation to the child a minimum of two questions will be asked e.g. can you confirm the first line of the child's address? If unsure we will not allow entry into the nursery.
- We will only ever release a child to someone when we are absolutely sure that it is the person they are authorised to leave with.
- Parents should not let anyone else into the nursery on arrival or when collecting their child.
- This is important for the safety of your child, and parents doing so will be adhering to our policy.
- Parents are asked to sign their child in and out when they attend.
- Late collection policy - bearing in mind that the nursery will need to retain at least two members of staff whilst children are on the premises after the nursery closes; we ask that parents and carers be punctual. We have a late collection fee of £5 for every 5 minutes past the normal nursery closing time, which in exceptional circumstances can be waived at the discretion of the manager.

### Fire Evacuation Procedure

The evacuation signal is continuous ringing of the fire alarm.

- In the event of an emergency evacuation, children will be taken from the building by nursery staff to the assembly point to await clearance for the safe return to the nursery.
- New members of staff will receive a fire evacuation induction on their first day at nursery. Fire drill evacuations will occur on different days and different times to ensure that all staff and children become fully familiar with the procedures involved.
- Nursery staff are fully aware of emergency call points and are familiar with locations of the various types of fire equipment and their purposes.

Call points are situated:

- By the main front door, outside the Manager's office.
- At the bottom and the top of each staircase.

If possible, on discovering a fire, staff will use the nearest emergency call point to raise the alarm whilst taking care not to endanger either themselves or the children in their care. The member of staff raising the alarm will telephone the fire brigade (by dialing 999), giving full details of the nursery. The Nursery Manager will be responsible for collecting the children's emergency contact files, staff signing in and out forms and the visitors' book. Fire exit signs and the assembly point should be followed in the event of a fire evacuation. All staff will bring out the register for their room and the signing in and out forms. Staff must ensure that they close all doors behind them.

### Points to remember

- All exits must be clear at all times (staff's responsibility).
- The safety of the children and staff must be ensured before attempting to fight a fire.
- Everyone should be aware of the positioning of extinguishers and fire blankets.
- Fire extinguisher training will be provided for all staff.
- Fire extinguishers will be checked at least once per annum.
- Children should be reassured at all times.
- In addition to fire drill procedures, all staff are provided with the opportunity to attend fire training, from time to time.
- Practice evacuations are done at regular intervals throughout the year and results recorded in a fire log book (time taken, number of staff and children).
- The Manager is responsible for ensuring exits, signs etc are displayed according to fire inspector's requirements, and that all fire equipment is checked annually.

## Travelling to and from the Nursery

### Car Park

All parents must use the car park facilities wherever possible and ensure that you DO NOT wait in the car or park on the disabled parking bays, in front of the temple entrance doors on both sides or by the side of the ladies entrance (double yellow lines).

**For the safety of the children, we advise and recommend all nursery users to use the rear car park.**

In summary we respectfully request that parents park considerately.



**STRICKLY NO PARKING OR WAITING IN THE  
WHEELCHAIR BAYS OR ON THE DOUBLE YELLOW LINES  
AT THE FRONT OF THE TEMPLE - AT ANY TIME.**

## Frequently Asked Questions

### What items do I need to bring to nursery for my child?

You need to bring very little with you in addition to what the nursery already provides. However, here are some suggestions.

- **Changes of clothes** - in case of accidents. Please make sure these are clearly labelled with your child's name. (**Plenty of** spare clothes if potty training is in progress). Accidents can sometimes happen especially when they are busy enjoying themselves.
- **Nappies** - You can bring in a reasonable amount for us to keep at the nursery, and we will let you know when your child needs more.
- **Uniform** - this is compulsory and must be worn at all times. Uniform includes black or navy jogging bottoms/leggings.
- **Wipes/Baby Lotion/Cotton Wool** -. Again you can bring in a reasonable amount for us to keep at the nursery, and we will let you know when your child needs more. All creams need to be in an unopened pot or bottle.
- **Comforters or dummies** - that they may need throughout the day. Please make sure that these are clearly labelled with your child's name. All dummies need to have a protective cover to promote health and hygiene
- **Sun hat in the summer and hat, gloves, wellies and waterproofs in the winter** - even if it is cold we will still be going out to play in the garden. We ask you to provide sun cream suitable for your child. Please note that we do not allow children to wear scarves.

We ask parents not to use plastic bags for their children's belongings, as a safety precaution. Once again, please label all your child's clothes!

### Who should I speak to if I have any concerns?

In the first instance your child's key person or room leader should be the first point of contact. Alternatively, please come and see the Nursery Manager in the office.

### What happens if the nursery has concerns about your child?

If we have any concerns over the development of your child then we will discuss these with you on an informal basis. We would hope that together we can identify the appropriate help that may be needed. If the concerns are affecting your child's development we can provide relevant feedback and observations. The nursery will also assist in implementing an assessment or referral if a child has Special Needs. The earlier a child is diagnosed with a problem e.g. hearing or speech impairment, behavioural issues, dyslexia, dietary allergy etc, the earlier treatment can be prescribed.

### What is the key information we need to have?

- **Care Plan** - we need to know all about your child to enable us to help your child settle. We ask you to complete a care plan for your child with our allocated key person and to let us know about any issues or concerns you may have.

- **Documentation** - we ask you to complete all other relevant forms given to you prior to your child starting at the nursery.
- **Emergencies** - we must have full details of how to contact you in case of an emergency and have at least two other contactable people available in case we cannot reach you. You must let us know immediately if any of these details change.
- **Collection arrangements** - We need to know about the collection arrangements for your child; if you change these arrangements we must be notified beforehand. We reserve the right to refuse collection of any child without prior notification to us of a change of person.
- **Change of details** - please let us know if any of your details change, especially your mobile or landline numbers.

### What are the some of the main things you need to know?

- **Sickness**- we ask that you do not send your child to nursery if they are sick. If we have to contact you because your child is unwell we ask that you respond immediately. We operate a 48-hour exclusion policy if your child has diarrhoea or sickness, as recommended by the Environmental Health Department.
- **Infections** - if your child has an infectious disease e.g. chickenpox, we ask that they are completely free of infection before they return. We will accept advice from doctors or the NHS Direct. If your child is prescribed anti-biotics, we operate a 3 day exclusion policy. When they are well enough to return to nursery, we will be happy to carry on giving your child their prescribed anti-biotic. Please remember if a child returns to nursery before they are fully fit, they may infect other children, or catch another infection because their immunity is low.
- **Medication** - if your child is on a prescribed medication e.g. antibiotics then they will need to stay at home for the first 3 full days of receiving this from the doctor. After that we will be able to give this on your behalf, subject to you signing the medication consent form. If. We also ask for parents to complete a medical form and provide us with other relevant details, e.g. a Doctor's note if necessary. We really do ask for your co-operation over sickness and hope that you appreciate this.
- **Accidents in nursery** - If your child has an accident whilst at nursery we will tell you what happened and what action was taken. You will be asked to sign the accident book in your child's room. If the accident is of a serious nature you will be contacted immediately. Any head injuries will be recorded as normal and a monitoring form completed.
- **Accidents at home** - if your child has an accident at home we ask that you tell us so that we are aware of the nature and extent. You will be asked to sign the injury on arrival form to confirm details about the injury. Under the Safeguarding Children procedures if a significant injury is noticed, then we have a duty to inform the relevant department at the Local Authority. We will then be advised as to how the injury should be investigated. At all times we put the welfare of the child as our primary concern. We do hope that you will understand our position on this.
- **Parent and Carer Meetings** - We will be holding regular parents meetings throughout the year. You will have the opportunity to discuss your child's progress with their individual key person, and look through their development reports and observations. This will also be a time to meet other parents and get a better understanding of your child's day at nursery.

- **Daily feedback** - at the end of your child's day at nursery your child's key person or other appropriate member of the room team will give you information about your child's day. Generally our policy on food, sleep and toilet habits is to inform you of any exceptional patterns of behaviour that we have noticed during the day.
- **Parent survey** - throughout the year we will send questionnaires out to parents for feedback, idea's and comments.
- **Lost property** - if your child has misplaced any items of clothing please check with the nursery manager.

### What should I do if I wish to escalate an issue?

The nursery works very hard to provide an environment that is appropriate for you and your child. We will work in partnership with you and welcome any comments or suggestions that you may have with regards to the nursery or your child. The nursery has an open door policy to welcome you in at all times.

However, from time to time, there may be issues that can only be resolved via an escalation procedure. If you feel that you would like to discuss an issue at a more appropriate level then the following procedures apply:

- In the first instance you would discuss any concerns you may have with the individual member of staff caring for your child.
- If you are not satisfied or would like a different perspective on the issue then please refer to the nursery manager, deputy or supervisor, who will endeavour to deal with the situation immediately.
- In the event of an unsatisfactory solution being reached at this stage please write down the details in the form of a letter or email. Please send this to the nursery office or our email at [finance.gns@sksst.org](mailto:finance.gns@sksst.org)

### What is your sickness policy for communicable diseases?

One of our key concerns is the health and well-being of the children and staff at the nursery.

Inevitably, there will be incidences of sickness amongst children and adults alike. In order to minimise the risk of infection, we have produced a guideline of the more common infectious diseases and the incubation and exclusion periods that are associated with each condition. Although we appreciate it can be very frustrating sometimes, the exclusion period from nursery following an infection is meant to safeguard others in the nursery as well as to ensure that the child returning to nursery following sickness has had ample time to recover.

#### Chicken Pox (See sick child policy)

- The incubation period is 7 to 21 days.
- The period of communicability is from day 1 to 7.
- Minimum exclusion period is 5 days from appearance of the last crop of spots.

#### Campylobacteriosis

- The incubation period is 3 to 5 days.

- The period of communicability is whilst the organism is present in stools, but mainly whilst the diarrhoea is present.
- Minimum exclusion period is 24 hours after the diarrhoea has ceased and a normal stool has been passed.

### **Conjunctivitis/Pink Eye**

- The incubation period is 1 to 7 days.
- The period of communicability is during course of active infection.
- Minimum exclusion is 24 hours after the treatment has started and the discharge/secretions have cleared.

### **Cryptosporidiosis**

- The incubation period is 3 to 11 days.
- The period of communicability is whilst cysts are present in the stools, but usually while diarrhoea is present.
- Minimum exclusion is until 24 hours have passed with no diarrhoea and a normal stool has been passed.

### **Diphtheria**

- The incubation period is 2 to 5 days.
- The period of communicability is whilst the organism is still present in the nose and throat.
- Minimum exclusion period is until declared medically fit.

### **Dysentery/Shigellosis**

- The incubation period is 1 to 7 days.
- The period of communicability is whilst the organism is present in stools.
- Minimum exclusion period is until declared medically fit.

### **Fifth disease/Slapped cheek syndrome**

- The incubation period is 4 to 20 days.
- The period of communicability is greatest before the onset of rash.
- No minimum exclusion if clinically well.

### **Food Poisoning including Salmonellosis**

- The incubation period to 2 to 48 hours depending upon the cause.
- The period of communicability varies according to cause.
- Minimum exclusion time depends on age group and risk factor.

### **Giardiasis/Lambliasis**

- The incubation period is 5 to 25 days.
- The period of communicability is whilst the diarrhoea and a normal stool has been passed.

### **Glandular Fever**

- The incubation period is 28 to 42 days.
- The period of communicability may be some months but spread by only very close contact.

- Minimum exclusion period is until fit and well.

### **Hand, Foot & Mouth Disease**

- The incubation period is 3 to 5 days.
- The period of communicability is 2 to 3 days before onset.
- The minimum exclusion is until well.

### **Hepatitis A**

- The incubation period is 15 to 50 days.
- The period of communicability is 7 days before to 7 days after onset of symptoms.

### **Tuberculosis**

- The incubation period is 4 to 12 weeks.
- The period of communicability is whilst the organism is present in the sputum.
- Minimum exclusion is until completion of 2 weeks treatment with appropriate antibiotics.

### **Typhoid**

- The incubation period is 7 to 21 days or if paratyphoid fever 7 to 10 days.
- The period of communicability is whilst the organism is still present in stools or urine.
- Minimum exclusion period is on advice from EHO.

### **Whooping Cough/Pertussis**

- The incubation period is 7 to 10 days.
- The period of communicability is from 7 days after exposure to 21 days after onset of paroxysmal cough.
- Minimum exclusion period is 21 days from onset of paroxysmal cough unless treated with antibiotic when child may return after start of treatment.

### **Common Skin Infections**

#### **Impetigo**

- Minimum period of exclusion is until treatment is instituted and lessons have been covered.

#### **Pediculosis/Lice**

- Until treatment has been given.

#### **Ringworm of Feet/Athlete's Foot**

- It is unnecessary to exclude from swimming or barefoot activities but treatment is advisable.

#### **Ringworm of the body**

- No exclusion once treatment has started.

#### **Ringworm of the Scalp**

- No exclusion once treatment has started.

#### **Scabies**

- Until adequate treatment received. This usually takes one day.

#### **Verrucae/Plantar Warts**

- Exclusion is unnecessary.
- The rest of the family may need treatment for Scabies, Ringworm and Pediculosis



## Ghanshyam Nursery School



### Advice for parents - How to help your child settle at Ghanshyam Nursery school

It is the policy of the school that all children will have an opportunity to settle in at their own pace and with adequate support from parents and staff.

Each child has a day and time on which they will start school. This helps to ensure that your child's teacher is available to spend time with you and your child when you arrive. We are guided very much by the children and if a child is happy to allow his/her parents to leave for a short time, we encourage you to do so. Children who have not allowed their parent to leave on the first day will be encouraged to do so on the second and subsequent days.

Some children require a little more time before they are happy to stay without the support of a parent. Don't worry if this is the case with your child, you are not alone.

We have a number of strategies that we employ in such situations -

- We encourage parents to contribute ideas that may help to settle their child, after all you know your own child better than we do
- You may be asked to bring your child home when he/she is playing at an activity that he/she really enjoys, this means he/she is leaving school feeling happy
- You may be asked to bring your child into school later in the morning and stay until the other children are going home, this means that your child can see the other parents coming back for their children and this helps them to understand that mums and dads do come back
- We may introduce your child to another child or group with similar interests

There are occasions when a child finds it difficult to settle because of the amount of attention he/she is receiving from a parent. We fully understand how difficult it can be for a parent to leave their child in the care of other adults but all parents can be confident that our staff are sensitive, caring and understanding to the needs of both parent and child at this time.

Therefore in some instances you may be encouraged by your child's teacher to leave when he/she is upset, distressed or angry about being left in school. This behaviour usually calms down in a few minutes after the parent has left and the child often begins to play. During this time a member of staff is available to support the child by talking to them, encouraging them to join in at an activity, reading a story to them or simply just sitting beside them as they sort out their emotions.

Please feel free to talk to your child's key person or ring at any time during these early days if you are concerned about your child or simply require reassurance that everything is alright.

Ghanshyam Nursery School - 0208 909 9389 Ext 1