

Welcome To

# Little Aces



Childcare Services

## Our Settling in period policy

We understand how difficult it can be for parents to leave their child with a child minder and return to work. We will therefore work with you to ensure your child is settled and that you are happy with the care that we are to provide.

We like to organise one or two settling in sessions for the parents and child together and where the parent might leave the child for say up to an hour to ease the child into the environment. These sessions will be free after signing the contract and a deposit has accepted. This gives you the opportunity to provide us with lots of information about your child, their likes and dislikes, routines, favourite activities, how to comfort them if they become upset and how they have reacted when left before. It gives us the opportunity to start to build a relationship with you and your child and to understand both your needs and wishes.

When leaving the child for the contracted hours we are happy for you to stay until you feel that your child is settled subject to our other commitments. Some children do take longer than others to settle and some

settle quickly and then become distressed a few weeks into the placement. We will work with you to support your child through this transition period and make it as easy as possible. It is important that you and your child are relaxed and happy in my home and with the care we provide.

Some parents find it helpful to call us during the day to find out how their child is. We are happy to take your calls, but we are sometimes not able to talk for long, or even to answer the telephone if we are attending to a child's personal needs, for example, changing a nappy or at meal times, so please do not panic if you call and there is no answer

## **Safeguarding Children Policy**

It is our responsibility as child minders to ensure the safety and welfare of all the children in our care in line with the procedures laid out by the local Safeguarding Children's Board. (The Safeguarding Children Board is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children)

We also follow the safe guarding requirements laid out in section 3 of the EYFS (Early Years Foundation Stage Framework) and are regularly kept up to date with the publication 'working together to safe guard children'.

There will also be procedures in place on mobile phone and camera use in order for us to safeguard children in our care effectively.

We have received training on Safeguarding Children and we are aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect.

If we have reason to believe that any child in our care is being abused in any way we will report the matter to the Duty Social Worker for Bromley Social Services Child protection Team, or any other support service.

Under these circumstances we will not be able to keep information relating to your child confidential, but will need to share it with Ofsted, Social Services and the Police if requested.

Please see our procedures regarding how we protect ourselves and our families from allegations being made against us. If you have any concerns regarding this policy please discuss them with us.

## **Procedures of safeguarding policy**

We will keep up to date with child protection legislations by taking regular training courses that will help us identify any child who is at risk and what procedures to take if we are concerned. All members of staff will be familiar with section 3 of the EYFS (Early Years Foundation Stage, The safe guarding and welfare requirements) and also the publication Working together to safeguard children.

We will also have on site the publication 'What to do if you're worried a child is being abused' which will be made available to parents and carers and all staff will be trained on procedures.

We will ensure that we have the latest version of the safeguarding and child protection information from our local authority and this information will be made available for parents, carers or local authority services when requested.

In the case of abuse or neglect we will follow procedures as soon as possible to minimise further risks to the child. If we are concerned with the welfare of any child we will contact the local Authority, social services, Ofsted, any other support services or the police if we believe a crime has been committed. Confidentiality is paramount when dealing with the sensitive welfare of a child.

We will take any allegations made very seriously, encourage the child to talk and reassure them that they are doing the correct thing, listen, will not interrupt, and will not lead with questioning as it is not our duty to investigate.

We will explain to the child in a way they are able to understand and according to their age that we will have our necessary actions to take and we will not be able to keep anything said a secret. We will record what has been said in as much detail as possible, this document will be signed, timed and dated.

Parents must provide up to date contact details in case of emergencies and also a secondary number or person in the event they are unable to be contacted. Parents must also notify us of any concerns they may have with their child, any accidents or incidents that have occurred outside our care so that we may keep a record of this information.

A safe word will be used in the event a parent is unable to collect a child in our care. Anyone who enters or leaves the premises will be required to sign in and out of the building.

Any allegations against us will be taken very seriously and we will follow protocol by making a written record of the information which will be timed, dated and signed. Contact LADO (Local Authority Designated Officer provides advice or guidance to employers and other individuals who have concerns relating to an adult who works with children and gives advice of the most appropriate way of managing allegations) and Ofsted for guidance. Should a child make an allegation against a member of staff, that member of staff may not speak to the child and may be removed depending on the severity of the allegation until a full investigation has been completed.

We have an in house rule that any person entering the premises will be required to place their phones in our care.

Mobile phones may be used by staff members only in the event a parent needs to be contacted or for emergency purposes and will be used away from children.

Written permission to store parents/ carers will be required.

Older children have the right to use their phone in a designated area and with a member of staff present.

The use of personal cameras will be denied. Before any child in our care has their picture taken using a company camera, a signed, written permission document is obtained from parents and carers first.

Pictures will not be stored on any electrical device, will be printed straight away and will be deleted. Printed pictures may be used as evidence for progress once parental permission is given.

The use of any social website is strictly prohibited.

The need for confidentiality is paramount in regards to any child in our care, records and documents will be kept out of sight and reach. Every effort will be made to maintain confidentiality and guard from public view while any investigations are being made.

**Useful numbers:****Ofsted:** 0300 123 1231**Children's Social care Referral and Assessments Team:** 0208 461 7379/ 0208 461 7026/ 0208 461 7373**Early Years Service Manager:** Nina Newell 0208 313 4038**Local Authority Designated officer:** Lorrisa Webber: 0208 461 7669

## Health and Safety Policy

The Health and Safety of your child is very important to me and I have therefore documented the following procedures that I have in place to support this.

- All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development
- I do a risk assessment of my home every morning before the children arrive to ensure that it is a safe environment for minded children.
- Children will not be allowed in the kitchen area at any time. (except for helping cook or similar activities)
- All plug sockets not in use have socket covers.
- All equipment will be checked and cleaned regularly. All equipment is fitted with the correct safety harnesses to prevent accidents, for example highchair and pushchairs.
- I use safety equipment appropriate for the children in my care, ie stair gates, cupboard locks etc. These are checked regularly.
- I will keep my front door locked to prevent the children opening the door to strangers.

- I have procedures in place in the event of a fire (see separate policy)
- I keep my kitchen very clean, following hygiene guidelines on the storing of food, keeping the fridge at the correct temperature etc
- I ensure that the children do not have access to any waste. I do not permit smoking in my home.
- I follow strict hygiene guidelines to prevent cross contamination.
- The bathroom will be kept clean and all hazardous materials kept out of reach of the children. Children will wash their hands before all snacks and meals.
- I have strict Child protection guidelines in place (see separate policy)
- Children must stay with me when we are away from the home. Younger children will be strapped in a pushchair; older children will either be on a harness or wrist strap, or holding onto my hand/pushchair.
- I have emergency contact details with me at all times should I need to contact the parents / guardian.
- I will work with you to teach the children about safety issues like crossing the road and stranger danger.
- I will work with you to teach the children about making healthy food choices and physical exercise.
- Sleeping children will be regularly observed and a baby monitor will be used where required.
- I will restrain a child if they are putting themselves or others in danger, for example running into a road.

If you have any concerns about the health and safety of your child please feel free to discuss them with us.

# Confidentiality Policy

Any information regarding your child or your family, given to me either verbally or in writing, will be treated as confidential.

Parents will have access to their own child's records but not to others. All documentation relating to your child is stored in a file, which is not accessible to any other party.

I will not discuss your child with others unless I have permission from you, for example to take your baby to be weighed by the Health Visitor. I will however, divulge confidential information to Social Services and to Ofsted if I have any concerns that your child is being abused. Please see my Child Protection Policy.

You will also find out confidential information about my family and I during the course of our working relationship, and I would be grateful if you too would respect my family's confidentiality and not repeat what you may have been told to other parties.

# Managing Behaviour Policy

Promoting positive behaviour is very important and I do this by:

- Giving lots of praise for good behaviour
- Giving the children individual attention so they feel valued
- Setting a good example, being a good role model
- Listening to what the children have to say
- Rewarding good behaviour (choosing next activity etc)
- Giving children stickers for good behaviour, sharing etc.

I help the children understand my house rules, which are realistic and I am consistent in the enforcing of them. I do not give out confusing signals, Saying No means No!

I am aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not over tired or hungry.

However all children will misbehave at sometime. I have developed several different strategies on how to deal with a child misbehaving and use different ones depending on the age/stage of ability of the child and the situation:

- Distraction. Remove the child from the situation and give them an alternative activity.
- Ignore. Depending on the situation I may ignore the bad behaviour as I feel it is being done to get a reaction.
- Discuss with Child. If the child is able to understand I will discuss their behaviour and try and get them to appreciate the consequences of their actions on others. I inform them that it is their behaviour I do not like, not them.
- Time Out. Removing the child from the activity and sitting them quietly for a few minutes.

**I will never smack, shake or hurt your child. I will not humiliate your child.**

If a child misbehaves I will let you know by either writing it in their contact book or by ringing you later after collection. Some children can become upset if the incident is retold in front of them. I will also inform you of how the matter was dealt with.

If you have any concerns regarding the managing of your child's behaviour, please do not hesitate to contact me. It is important that we work together on managing behaviour in order not to confuse your child



# Medicine Policy

We are happy to give your child non-prescribed medication, such as cough mixture, Calpol or nurofen, teething gel etc, you must sign a permission form in order for us to administer medication. This permission form will be regularly reviewed to ensure that there are no changes, for example a child may no longer be able to take some medication or may need an additional form.

Even though you may have signed a form, we will still contact you by telephone to check that we can administer this medication. This is to protect your child, you and our staff. It is vital that you inform us of any medication you may have given your child before they arrive into our care. We need to know what medicine they have had, the dose and time given.

We will ensure that all medication given to us will be stored correctly and we will check that it is still within its expiry date,

If your child has a self-held medication please obtain an additional one for us to be kept at our home. Older children can easily forget to bring an inhaler. If your child has acute allergies and carries/needs an EpiPen, please discuss the matter with us. We may need additional training to administer these forms of medication and we will ensure all members of staff are also up to date on medical training.

If your child needs to take medication prescribed by a doctor, please discuss this with us. We will need you to sign an additional permission form. In some cases a child on antibiotics may be asked not to attend for 2-3 days in case they react to the medication and to prevent the spread of an infection to others.

All medicine given to us to administer must be in its original bottle/container and not decanted. It must have the manufacturer's guidelines on it and if a prescription medication the details from the Doctor/pharmacy including the name of the child it is for.

We will record all medication administered in our book and request a parental signature at the beginning and end of each day depending on the dosage amount per day.

If you have any concerns regarding medication please do not hesitate to discuss them with us.

# Nappy and Toilet Training Policy

I am happy to accept babies and children in nappies. I will need you to provide me with the following:

- Nappies
- Any cream that you use on your child
- Baby wipes

I will provide a changing mat, which will be wiped over with disinfectant between each use and nappy sacks for the disposal of used nappies. I will always use plastic gloves when changing your child's nappy to reduce risk. If your child is allergic to these please let me know.

I am happy to take a child in real/cloth nappies. Please see my certificate from the Bumblebees Childminding Scheme. If you are currently not using real nappies but are interested in finding out more please let me know.

I will change your child regularly and immediately if they have soiled a nappy. I believe that changing a nappy should provide lots of opportunity to communicate with your child and as their understanding grows provide time to discuss basic hygiene issues, preparing them for potty training. (Examples of this can be found in the Birth to three matters framework)

When your child starts to show signs that they are becoming aware of their bodily functions I will arrange a convenient time to meet with you and discuss your plans on potty/toilet training your child. It is unusual for a child to be ready to be potty trained much before their second birthday and for some children it can be a lot later. Please do not be concerned if your child shows no signs of being ready yet. It is very important that we work together to potty train your child and pick a suitable time to do it, when we can both dedicate time. If we start the training and your child is not ready then we can stop and start again when they are. Some children take to potty training overnight for some it is a longer process, the most important thing is that we work together to give your child the support and reassurance they need during this period. I will provide you with daily feedback on how we are progressing with the training.

In order to help your child become independent in going to the toilet I can provide the following equipment:

- Potties
- Toilet trainer seat
- Steps for the toilet and the wash basin
- Potty training colouring sheets

- Wetting Dolls
- Books and videos on potty training
- Trainer pants

Please let me know if you wish to discuss your child's potty training

## Sick Child Policy

I appreciate that as a working parent you need to be able to go to work. However, if your child is unwell then they will be better cared for in their own home, with a parent.

We are happy to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature. We will need to consider the welfare of all children in our care.

If your child has had diarrhoea or sickness in the last twenty-four hours please **do not** bring them for a least 48 hours but do call and let me know.

If your child becomes ill whilst in our care, we will make them as comfortable as possible, isolate them from the other children if necessary, comfort and reassure them. We will contact you immediately and continue to care for your child until you arrive.

We are happy to administer **prescribed** medication after obtaining a signed consent form. Please see policies on medication and permission forms.

We will contact you if one of our own children is not well, inform you of the illness/symptoms and if we am able to work. This then allows you to make an informed decision as to whether to bring your child or not.

# Accident/Incident Policy

The safety of your child is paramount and we will take every measure we can to protect your child from hurting themselves. However, sometimes accidents do happen. We have written the following procedure on how we will deal with such a situation:

- We will comfort the child and reassure them.
- We will assess the extent of their injuries and if necessary call for medical support/ambulance.
- We will give any first aid procedures that are necessary. We have been trained to carry out to these procedures and have required certificate.
- Once the child is more settled we will contact you as soon as possible to inform you of the accident, and if necessary we will ask you to return to care for your child / meet me at the hospital.

After every accident, however minor we will:

- Complete a report in my accident book.
- Ask you to sign the report.

If the incident requires any medical treatment then I will:

- Inform Ofsted
- Inform my Insurance Company.
- Contact the PACEY for additional advice/support.

It is important that you keep me informed regarding your child's condition following an accident and if you have sought medical advice.

Back up registered childminder: \_\_\_\_\_

Known responsible adult: \_\_\_\_\_

# Complaints Procedure

I hope that you are happy with the service that I provide, but I appreciate there may be times when I am not offering you and your child(ren) the service that you require. I hope that you will feel able to discuss any concerns or issues that you may have with me directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to me or that after talking the matter remains unresolved then you can talk in confidence to:

The National Childminding Association on 0208 464 6164

Or

The Early Years Childminding Team on:

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on:

# Late Payment of fees

I work as a registered child minder as I love caring for children and supporting their development, however it is my chosen career and business. Like you I too have bills and expenses to meet each month and therefore require a regular income. I would be grateful if you could ensure that you are prompt in paying your weekly invoice.

If I have not received payment within seven days of the due date, I will issue you with a polite reminder. If I have still not received payment by the 7th day following the original invoice I reserve the right to make an additional charge 'Late payment Fee' as per our contract to cover any bank charges I may have incurred. If at this point I still have not received payment I reserve the right to cease minding your child with immediate effect and seek legal advice from the National Child minding Association's Solicitors. This may result in you being summoned to attend a hearing at County Court and if the judge finds in my favour you will also be liable to the Court for costs.

If you have had a change in personal circumstances and are now struggling to make payments, please let me know so we can make suitable arrangements. It may be that you are now entitled to additional funding through the Childcare element of the Working Tax Credit and other benefits.

# Emergency Policy

In order to keep the children and myself safe I have developed the following procedure to evacuate my home in the event of an emergency. This may be as a result of a fire, flooding, gas leak etc.

The children will regularly practice the evacuation procedure with me so they will not be alarmed in the event of the situation being real. Practices will be carried out on different days of the week to ensure all children practice and the details recorded in the evacuation log.

- Sound the alarm (this is a whistle)
- Evacuate the children using the safest and nearest exit available (Babies and toddlers will be carried to safety)
- Take:
  - Attendance Record for the day
  - Contact numbers
  - Mobile phone
- Assemble across the road from the house (at the end of the garden if leaving via the rear of the house)
- Contact the emergency services
- Comfort and reassure the children
- Arrange safe place for the children to stay until parents can collect them
- Follow the instructions of the Emergency Services
- Do not return to the building until the Emergency Services have declared it safe to do so

<http://www.bromleycma.org.uk>

# Fire Policy and Emergency Evacuation Procedure

It is our absolute priority to get all babies and children to safety in the case of a fire, while they are in my care as quickly and as safely as possible.

My premises have been checked by the fire brigade and deemed safe.

My premises have been checked by Ofsted and it meets the national standards for childminding.

I have in place two smoke detectors, one the hallway and one in the kitchen which I check regularly.

In the kitchen on the wall just inside the door way I have in place at all times a fire blanket, which would be replaced if ever used.

I have a fire escape plan on notice board by the front door.

I will practice a fire drill at regular intervals with all the children I have in my care.

In order to keep the children and myself safe I have developed the following procedure to evacuate my home in the event of an emergency.

This may be as a result of a fire, flooding, gas leak etc.

The children will regularly practice the evacuation procedure with me so they will not be alarmed in the event of the situation being real.

The evacuation point will be **BLYTH ROAD IN FRONT OF FENNIES NURSERY** and the details recorded in the evacuation log.

- Sound the alarm
- Evacuate the children using the safest and nearest exit available (Babies and toddlers will be carried to safety)
- Take:
  - Attendance Record for the day
  - Contact numbers
  - Mobile phone
- Assemble across the road from the house (at the end of the garden if leaving via the rear of the house)
- Contact the emergency services
- Comfort and reassure the children



- Arrange safe place for the children to stay until parents can collect them
- Follow the instructions of the Emergency Services
- Do not return to the building until the Emergency Services have declared it safe to do so

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