Eden Childcare Policy Document

This contract is to be read and signed in conjunction with the childminder’s contract.

Eden Childcare Setting Telephone: 01435 810433

Meadow view, Tubwell Lane, Setting Mobile Number: 07880280424 Maynards Green, Setting E-mail address: hello@edenchildcare.co.uk

TN21 0BY

Agency Registration Number: SCA170329

Public Liabiliy Insurance number **SC2100F230YR/7/3832370**

**arranged by Marsh Commercial and is underwritten by Markel International Insurance Company Limited R**

**My Registration Details**

My name is Sarah Price. I am a qualified childminder and a member of the National Childminding Association (NCMA). My Agency registration number is SCA170329 I am qualified to childmind. My qualifications include:

* Bachelor of Science with Honors in Forensic Science
* Qualified Teacher Status (secondary science)
* Introduction to the EYFS - childminder
* Paediatric First Aid
* Safeguarding Children & Young People Level 2
* Advanced Safeguarding and Designated Safeguarding Lead (Level 3)
* Food Hygiene

**Opening Times**

I can care for your child between 8am – pm Monday –Friday. I am closed on Bank Holidays and allocate 6 weeks a year where our setting will be closed for holidays during the East sussex school holidays. These dates will be confirmed at the start of the school year in September.

**Late Collection**

If you are likely to be late collecting your child please can you phone and let me know. Please don’t send me an e-mail as I don’t get a lot of chance to check e-mails during the day.

I understand that occasional late collection is unavoidable. So while no charges will be made for occasional late collection, if this becomes an ongoing problem then we may need to review the hours as stated in the contract.

If you are more than half an hour late you will be billed at your normal hourly rate.If you fail to collect your child within half an hour of when you are due then I will try calling you, then I will telephone your emergency contact. After one hour from the original agreed collection time I will notify the Local Authority Social Worker.

**Absence Policy**

Please can you notify me if you are planning to go on holiday. It will help me regarding planning activities and outings for the other children. Likewise, please ring and let me know if your child is sick and unable to attend for the day.

If you need to collect your child early for any reason please notify me as soon as possible at the start of the day. If you need to contact me during the day then please ring, don’t send an e-mail.

If your child is absent for any reason including sickness or holidays (during the times we are open) then fees are not refunded to retain your child’s place.

**If I am Unable to Provide Care**

If I am unable to care for your child for any reason (such as sickness) I will try to give you as much notice as possible to make alternative arrangements. For example, I can suggest alternate childminders who may be able to take your child at short notice if they have space. I will ring to let you know if I am closed for the day and you will receive a refund at your normal hourly rate at the end of the month.

**Items to be Brought with the Child Daily**

You will need to provide all nappies, wipes and creams to be used by your child. Bottles for babies should also be made up and brought along.

You should provide me with *at least* one complete change of clothes, sun cream, sun hat, wellington boots, coat, gloves, hat and rain wear. In addition it would be good to have some old clothes that can be worn when we do painting or other messy play.

You may also want to bring a comfort item such as a stuffed animal or blanket that the child is familiar with to sleep with.

All of your child’s items will be kept in your child’s box and I will notify you on your child’s Daily Care Sheet when these items need to be replaced.

I will provide 2 snacks throughout the day and a light tea for children staying after 4pm.

Please send your child with a packed lunch and a labelled water bottle.

Please note that whilst it is very rare that we lose toys or possessions you send with your child that these things do occasionally happen so if a particular toy or possession is very special or expensive please keep it at home as I will not be held responsible for loss or damage to items brought with your child.

**Illness and Medical Policy**

Before your child starts in my care you will be asked to complete a child profile form which includes medical information about your child. This should indicate any serious allergies the child may have including foods to avoid and any other things that I should be aware of in looking after your child. It is very important that you communicate in writing any changes in your child’s development or physical needs that may become apparent as they grow up.

If your child becomes unwell whilst in my care and I feel that he or she should be at home then you will be contacted and requested that you collect your child immediately. This is at my discretion and applies even if a doctor has said that your child is fit and not infectious.

In general, if a child has a contagious infection I would ask that for the benefit of the other children in my care that the child be kept at home while they are contagious or feeling especially unwell. You must keep them at home if they have any communicable disease such as chickenpox or measles. If they have diarrhea or vomiting please keep them at home until they have been clear for 48 hours. The attached Guidance on Infection and Control in Schools and Other Childcare Settings from the Public Health Agency:

<http://www.publichealth.hscni.net/publications/guidance-infection-control-schools-and-other-childcare-settings-0> is a guideline to exclusion periods for various infections. Please note that there could be occasions when a child will be excluded as a precautionary measure based on information received or visual observations.

I am not permitted to administer any medicines to your child without your prior written consent which must be obtained in every instance. This includes medicines such as Calpol. If your child has a high fever or is particularly unwell then you will need to collect them immediately.

You will need to complete a permission form to allow me to administer any medication. Any medicines that I administer will be recorded in my medicines administered book that is kept next to the front door. You will need to sign to say we have discussed what was given. Medicines need to be kept in their original box and prescriptions need to have the prescription labels on them. Medicines must not usually be administered unless they have been prescribed for your child by a doctor, dentist, nurse or pharmacist. I can only give medicines containing aspirin if they have been prescribed by your child’s doctor.

All medicines in my house are kept out of reach of children at all times. If I ever have to take any medicines, then I always check first to make sure that they will not affect my ability to care for children.

**How it all works….**

**Setting in Period**

Leaving your child with a carer is a big step for both of you. It will take time to adjust so a settling in period is very important. I encourage *at least* a one week settling in period for a couple of hours a day before you leave your child for the first *full* day with me. This will also allow you and your child chance to see how it all works and for us to learn about each other.

On your first visit I would ask that you stay for the entire time. For subsequent visits you can start leaving your child for short stretches, thus slowly settling them in. Talk to your child about what will happen. Always say goodbye when you leave and tell your child that you will be coming back. Gradually you can increase the length of time you are away until your child is more comfortable in my care.

**Typical Daily Schedule**

8:00am-8:30am Arrivals and Free Play

8:30am – 8.45am Morning School Run

9:00am – 12:00pm Morning Activity

10:00am Morning Snack

12:00pm Lunch

12:30pm -3.15pm Afternoon Activity/quiet and nap time

3.15pm - 3.30 pm Afternoon School Run

3:45pm Afternoon Tea

4:00pm – 6:00pm Free play

Nappies are checked regularly throughout the day and changed as necessary and I always wipe the mat with antibacterial spray between children. Older children can be helped with potty training and toilet visits.

In the morning and after lunch we have quiet time for naps or quiet play depending on how much sleep your child requires. The amount of sleep your child requires will be something to discuss with me during the settling in period. Each child has his or her own mat for naps with bedding that is kept solely for their use and washed regularly. I check sleeping babies or children at regular intervals. You may also want to bring a comfort item such as a stuffed animal or blanket that the child is familiar with to sleep with.

School pickups can be worked into this schedule as required and you can discuss with me during your settling in period your child’s requirements for homework supervision, after school playtime, or rest.

**Promoting Children’s Learning and Development**

It is my job to ensure that your child’s time in my care is happy and productive. I offer all the benefits of a nursery in a safe, child-centered home environment, with the added benefit of lots of outings.

One of the requirements of being a childminder is that I have completed a Local Authority approved training course to help me to understand and implement the Early Years Foundation Stage (EYFS) in this setting.

Children need to:

* **Play and Explore** – Children investigate and experience things and “have a go”
* **Be Active Learners** – Children concentrate and keep on trying if they encounter difficulties and enjoy their achievements
* **Create and Think Critically** – Children need to have and develop their own ideas, make links between ideas and develop strategies for doing things

In terms of your child’s early education, I offer activities, enabling environments and learning opportunities in the seven areas of learning and development:

* Communication and Language
* Physical Development
* Personal and Social Development
* Literacy
* Mathematics
* Understanding the World
* Expressive Arts and Design

These areas of learning and development are each important and are often inter-connected.

Children develop and learn in different ways and at different rates and the activities I plan take this into consideration. I try to plan challenging and enjoyable experiences for each child in all of the areas of learning and development.

For children whose home language is not English, I will try to provide opportunities for them to develop and use their home language in play and learning, supporting their language development at home. However, I will also ensure that children have sufficient opportunities to learn and reach a good standard in English language during their time in my care.

In the home I offer a mixture of adult-led planned activities and child-initiated ‘free play’ that can be adapted to suit babies, toddlers and pre-school children. I provide play activities and learning experiences that are suitable for each child’s age and development as they progress towards the Early Learning Goals outlined by the EYFS.

I try to build learning into everyday activities such as cooking and going to the shops. We do lots of art and craft activities including; painting, finger painting, junk modeling, collage work, play dough and cutting. We dance, sing, do music and movement, imaginative play, water, sand, number rhymes and make believe. Activities are designed to allow the child to explore and discover their own interests and take into consideration the attention spans of different age groups.

Playing outdoors is also important and we have a fully enclosed back garden that your child can access regularly throughout the day. We also frequently walk along the cuckoo trail so that we can get plenty of fresh air.

Each child is unique and I try to respond sensitively to each child’s feelings, ideas and behaviours. I undertake continuous observational assessments of each child in my care and these are recorded on the digital app for parents to access at all times and also on my Child Observation Form (such as the example on the next page). The Child Observation Form is inspected by Suffolk Childcare Agency to ensure that I am putting the EYFS principles into practice by offering continuous assessments on your child’s development process.

A further example of how I put EYFS principles into practice is my Individual Plan and In Depth Observation Forms (see example) which I create for each child on a regular basis incorporating all of the Learning and Development key areas into activity ideas for your unique child. All of these observation forms are kept in a digital Learning Journey for your child which I encourage you to access regularly and add your comments to.

From September 2012, it is a new requirement for me to complete a written progress report of your child’s development in the prime Learning and Development Areas at age two. The progress check will identify your child’s strengths and any areas where your child’s progress is less than expected. One goal of this assessment is to highlight if your child has any special educational needs or disabilities. I will share my assessment and together with health visitors or other professionals we can plan activities and strategies for home and at my setting to address any issues or concerns that may arise.

All in all if I have happy children, having fun and being stimulated and challenged at the same time in my care then I feel happy that I am providing the best possible care for your child.

**Mealtimes: Promoting a Healthy, Balanced Diet**

A healthy, balanced and nutritious, morning snack and afternoon tea are included in the cost of your childcare. Fresh drinking water is available throughout the day and accessible at all times.

For lunch please send your child in with a packed lunch.

Before your child is admitted to this setting you will need to provide me with information about any special dietary requirements, preferences or food allergies that your child may have. This information should be completed on the ‘All about meForm’ which we will discuss during your settling in period. It is your responsibility to inform me of any changes to this information that may occur over time.

As a provider of meals and snacks I am aware of my responsibilities under Food Hygiene Legislation. Cleanliness is taken very seriously:

* Kitchen and dining areas are cleaned daily
* Sterilisation equipment is used where needed
* Pets are kept off of the food preparation surfaces
* Baby changing facilities are not kept near to the food preparation areas
* Laundry is not carried out during food preparation to ensure that soiled clothing and detergents do not come into contact with food.

I check the safety of food storage regularly such as; checking my fridge and freezer thermometers, storing food safely and keeping everything clean.

In the highly unlikely event of an outbreak of food poisoning affecting two or more children looked after on my premises I will notify Suffolk Childcare Agency as soon as possible but definitely within 14 days of the incident. I will keep all food receipts, including those under £10 so that if there is an outbreak of food poisoning on my premises I will be able to trace the outlet where the food was purchased.

**SAMPLE MENUS**

Morning and afternoon Snack examples

Sliced Fruit or veg, bread sticks, pitta breads, wraps, rice cakes, yogurt

Afternoon Tea (after 4.30pm)

Sandwiches

Mini Pizzas

Crumpet

Scrambled Egg on Toast

Cheese on Toast

**Managing Children’s Behaviour**

Providing quality childcare is all about creating a loving home environment where children feel welcomed, respected and included. Being professional is also about being clear about expectations, giving lots of praise and encouragement, having a well-structured routine and setting fair, consistent boundaries. This is the ideal environment in which children thrive and develop responsibility.

This is a family home and I like to build an atmosphere of caring and sharing. It is important to teach the children to respect and have regard for each other.

My general policy regarding discipline is consistency. I give positive reinforcement whenever possible. However, I will respond to unacceptable behaviour in an appropriate way according to the child’s age and level of understanding. When problems arise I try to distract or redirect the child or children involved and talk things through. However, if inappropriate behaviour persists then I operate a time out policy. Under no circumstances will I smack, shake or humiliate a child, threaten or administer physical punishment of any kind even if this is something you would normally do at home. Where physical intervention is taken for the purposes of averting immediate danger or personal injury to any person (including the child) or to manage the child’s behaviour if absolutely necessary, this will be recorded as an ‘incident’.

**HOUSE RULES**

* We take off our outside shoes when we go into the house to keep the house clean
* We do not swear, call each other names, fight or deliberately hurt anyone else
* We eat and drink at the table or in the high chair to help keep the house clean and to avoid accidents
* We are kind to each other and the pets
* We take care of the toys, furniture and other equipment

I keep an incident book for recording incidents relating to discipline (such as if I have to put your child into time out, if there is a fight between two children or an incident of biting or bullying). I will also make a note on your child’s Daily Care Sheet. At the end of the day you will need to sign my incidents book to say that you were made aware of the incident.

**Working with Parents**

Every day I will add details of your child’s day to the digital app and I will try to include comments where appropriate about your child’s development. It really helps if we can work together as much as possible and make this a two-way dialogue, with you sharing information with me about your child’s behaviour at home.

I hope that if at any time you have suggestions, queries, concerns or questions about your child’s care that you will talk with me about them. As a professional, I am very open to both suggestions

and criticism and both are always appreciated. You are always welcome to drop by during the day at any time or to come with us on outings.

I will notify you in advance when I am to be inspected by Suffolk Childcare Agency so that you can contribute your views to the inspector if you want to. I will supply you with a copy of the Agency report within five working days of receiving the report.

I hope that you will also keep me informed about anything that may affect your child’s time with me. I need to be made aware of changes in the child’s circumstances that could affect their behaviour during the day – big changes like a new baby or bereavement or even little things like a bad night’s sleep. If mornings and evening are too rushed a time to stay and talk then we can always arrange an evening or weekend time for you to come and talk things over.

**Keeping Children Safe**

**Safety of Premises, Environment and Equipment**

Keeping children safe while they are in my house is my top priority. While I am looking after your child, he or she will normally be within my sight and hearing, but will always be within my sight *or* hearing.

This is a smoke free environment (both indoors and outside while the children are present). I ensure that neither I, nor anyone else who has contact with the children while in my setting, is under the influence of alcohol or any other substance which may affect our ability to care for children.

I take pride in keeping my house clean and I ensure that our pets are safe to be around children and do not pose a health risk. Whilst my dog will not be allowed in the designated nursery areas, children may come into contact with her when they are in the other areas of the house or garden. See annual risk assessment for more details.

My premises have been checked by Suffolk Childcare Agency and they meet the requirements of the Early Years Foundation Stage. I regularly ensure that my house, outdoor garden and toys are safe for the children to use. I keep the house secure and the keys are not kept in the front door. I use appropriate safety equipment such as stair gates, cupboard locks and also ensure that all equipment such as high chairs and push chairs are fitted with the correct safety harnesses.

We regularly hold fire drills and practice evacuating the building all together and waiting on the front drive. The smoke detectors are tested weekly. I have a fire blanket in my kitchen.

**Hygiene**

Learning about personal hygiene is important and in this house we wash our hands before eating and after using the toilet. Each child also has their own face flannel and towel to help to prevent the spread of infection. I provide tissues (and help and encourage children to use them). I will also encourage them to put their hand over their mouths when they cough.

**Accidents**

I have a valid First Aid Certificate and can administer basic first aid if required. I take great care to avoid accidents and ensure that the activities your child participates in are safe; however it is inevitable that small children will suffer the odd bump or bruise. Whenever an accident occurs, I record this in my accidents log and you will need to sign it to say you were made aware of what happened. I will also notify you on your child’s Daily Care Sheet.

If your child arrives with an existing injury then you will also need to sign the accident form. For example, if your child bumped their head at the weekend then I need to be aware of this so that firstly I do not think it has happened whilst they are with me but also because your child has had a head injury and I need to be aware of this fact. This is also extremely important in the case of cuts or bruising that I may not discover until later in the day during nappy changes etc and which could be a safeguarding issue. It is my job to take safeguarding responsibilities **very seriously**. If your child has any kind of existing injury when they arrive at my house, then you **MUST** tell me about it. In the extremely unlikely event of a serious accident, illness, injury or death of any child whilst in my care, I will notify Suffolk Childcare Agency about the incident and of the action taken.

**Outings and Transport**

I will safely supervise children when we go on outings or trips. Before trips I assess the risks or hazards which may arise for the children and identify the steps I will take to remove, minimise and manage those risks. You will need to sign to say you are happy for your child to be taken on routine outings and for any special trips we take you will need to sign a special permission form.

In the extremely unlikely event of a child going missing whilst in my care I will tell the police and search the area. I will then contact the parents and Suffolk Childcare Agency.

I teach the children about safety issues (such as strangers and road safety) when we are out and about. Younger children will be strapped into a push chair and older children are taught to walk safely holding my hand or the push chair until they are old enough to walk by my side.

Taking your child on outings and day trips will inevitably mean he or she will need to be driven in my car. I am a safe driver with a full, clean driving licence, which is available for you to see on request. I make sure that my car is roadworthy and is insured for business use. I ensure that all car seats are correctly fitted and that child safety locks are used on rear doors. I will always carry my mobile with me in case of an emergency but will not answer it while I am driving. I also carry identification for me and the minded children in case of an emergency and carry a First Aid kit in the boot of the car.

**Internet**

Many children like to use the Internet to support them in their homework and to chat to their friends but the Internet can also be a very dangerous place for them. I offer children the opportunity to use the computer and Internet and I have introduced a range of procedures to ensure their safety including a filter on my computer that blocks out most inappropriate material. I talk to the children about the websites they are using and I am always nearby so that I can keep an eye out on what websites they are visiting. I also check the “history” on the computer regularly and discuss keeping safe online with the children. You will need to sign to say whether you are happy for your child to use the internet or not.

**Mobile Phones, Cameras and Visitors**

I normally carry my mobile phone with me whenever we are out and about. This has lots of benefits as it means that I can contact you in the event of an illness or emergency and you can contact me.

This does mean that I will need to store your phone numbers on my mobile phone and you will need to sign to say that you are happy for me to do this.

I need to take photographs of your child in order to complete their Learning Journey folders which are inspected by Suffolk Childcare Agency. It is also nice for you to see what we’ve being doing! I sometimes use my camera and sometimes my mobile phone to take these photos. After I have transferred the photos into a password protected file on my computer, I then delete the digital photos from either my camera or my phone. I display the photos at my house, in your child’s Learning Journey folder and give copies to you to take home. I can also email them to you if you like. I will never post your child’s photographs onto the web or use them in any other way without your permission. I will need you to sign to say that you are happy for me to photograph your child and for me to store photographs of your child on my computer for these purposes.

This is a bustling family home and we have many visitors ranging from family and friends to people reading the meters. I do not keep a visitor book or expect these visitors to sign in or out however your child’s safety is my utmost concern so I would never leave a minded child alone with a visitor to my house, unless I know that they have been DBS cleared (such as another childminder).

I am sensible and careful and always request identification from people who come to check meters etc. Whilst I cannot stop visitors from using their mobile phone while they are in my house I do ask all visitors NOT to take photographs of the childminded children. You will need to sign to say that you are happy for me to photograph your child.

**Safeguarding, Welfare and Child Protection Issues**

My policy for child protection and welfare is in line with EYFS Safeguarding and promoting children’s welfare practices, Social Services and Government Guidelines. The most up to date version of this document for Suffolk is: <http://suffolkscb.org.uk/procedures/lscb-policies-guidance-and-protocols/>

and I check it regularly for updates.

As a childminder I take responsibility for safeguarding the children in my setting. I have taken a Child Protection training course to enable me to identify, understand and respond to signs of possible abuse and neglect. I also have regarding to the Government’s Statutory guidance “Working Together to Safeguard Children:

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

As a childcare provider it is my responsibility to report any child protection concerns I might have to Suffolk Childcare Agency and Social Services following the Local Safeguarding Children Board procedures. Child protection concerns that could identify a particular child are kept confidential and only shared with people who need to know this information. It is not my responsibility to attempt to investigate the situation myself.

I will inform Suffolk Childcare Agency of any allegations of serious harm or abuse by any person living, working or looking after children at the premises (whether the allegations relate to harm or

abuse committed on the premises or elsewhere). I must also notify Suffolk Childcare Agency of the actions taken in respect of the allegations.

**In my Absence**

In the Day to Day running of my childminding business I will be working with my assistant. All of my staff have DBS checks, First Aid training, Food Hygiene training, Safeguarding training and Young People training. On occasions Sarah Price will have school runs and have various other appointments for a short period of time. In my absence my assistant will manage to run my childcare business and continue the day to day running of the childcare.

**Promoting Equal Opportunities**

Children of different racial origins, cultures and languages will find a respectful environment in my care. With all of the children in my care I promote a positive attitude towards differences of race, culture, language and gender and challenge bullying or discrimination whenever I see it. I regularly evaluate my practice to make sure that I am respecting and valuing diversity in our range of toys, displays, books, activities and attitudes.

**Children with Special Educational Needs and Disabilities**

Children with Special Educational Needs and Disabilities are welcome. They will be included, valued and supported and I will do my best to adapt the activities we do to the abilities of the child.

If your child has or develops a special need or disability while they are in my care then I would seek advice from you and other professionals about making my setting and activities accessible and hopefully we could all work together to try and accommodate your child’s needs.

**Confidentiality**

All information on children and families is kept securely and treated in confidence. In general the confidential information I have on file will only be shared if you give permission or there appears to be a child protection issue. I will only share information about your child with you or your child’s other carers, other professionals working with your child or with the Police, Social Services or Suffolk Childcare Agency. All details will be kept confidential and records are kept secure.

If your child attends nursery or another setting whilst in my care or arrives from nursery, school or another setting then we will need to be able to share appropriate information between each other. This two-way flow of information will help your child to make the transition between carers. It will also keep you informed about anything you need to know that you weren’t there to hear yourself. You will need to sign to say you are happy for me to share information about your child in this way and to pass along any information I learn to you.

**Complaints**

If there is any aspect of my service you are not happy with please bring it to my attention. Frank and open discussion would be best, however if you prefer you can put the complaint formally in writing or by e-mail to me.

Depending on the nature of the complaint I will investigate it myself or it will be passed on to Suffolk Childcare Agency to investigate. For impartial advice you can call the NCMA Information Line on 0800 169 4486. Complaints will be treated sensitively. You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

I will keep a written record of all complaints, recording the following:

* Name of person making the complaint
* Nature of the complaint
* Date and Time of the complaint
* Action take in response to the complaint
* The outcome of the complaint investigation (for example – ways the service has improved)
* Details of information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken
* A summary of the complaint to provide on request to any parent of a child for whom I act as a childminder and Suffolk Childcare Agency.

Records will be kept for 10 years.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me you should contact Suffolk Childcare Agency on 01728 746970.



All policies last reviewed September 2024