



Heirs and Graces Day Nursery

Welcome Pack for



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Please return all completed forms to:

**Heirs & Graces Day Nursery
Florence House
2 Christchurch Road
Tring
Hertfordshire
HP23 4EE**

If you have any queries regarding any of these forms, please call 01442 891818

An introduction

Welcome to Heirs & Graces Day Nursery, this welcome pack contains information and guidance to help you and your child settle with us at nursery and to make the process a little easier.

If after reading the Welcome Pack you still have any questions, please let the Manager, your child's 'keyperson' or a member of staff in the office know and we will be happy to help.

We are always looking for ways to improve our service, so if there is anything you think needs to be added into the pack, please let us know.

Nursery Opening Hours

**Heirs & Graces Nursery is open
Monday to Friday – 7.30am until 6pm**

Our core hours are 8am until 6pm. We do open at 7.30am, if you wish to use this service there is a daily charge and it must be pre-booked through the office.

The Nursery is closed for one week during the last full week of July. This allows our maintenance team in to do jobs that require unlimited and undisturbed access such as painting, carpet cleaning and large repair work.

We are also closed between Christmas and the New Year, we do post the dates on our website and various social media sites.

If you are up to 15 minutes late to pick up your child/children, there will be a charge of £10. Thereafter an additional £10 per 15 minutes will be charged. This will be added to your next invoice. If you are late twice in a 30 day period, you will be charged £20 for every 10 minutes you are late. The nursery only has insurance for the children to be in the building between 7.30am-6pm. Late pick ups mean that 2 staff members must stay with your child.

We do understand however that sometimes there are exceptional circumstances that cause delays but please give us as much notice as possible if you are running late, so that we can arrange staff to stay with your child. Your emergency contacts should be local people who can collect your child if you unable to.

If you are more than 1 hour late and we have tried unsuccessfully to contact you, your partner and emergency contacts, Social Services will be called. If this becomes a recurring event, the nursery reserves the right to keep a log and inform Social Service as it shows the child's care needs are not being prioritized by their parents.

Essentials to bring with your child

- A complete change of clothes – vest, trousers, top, jumper, socks and underwear that are seasonally appropriate
- A warm coat, hat and gloves or mittens on clips for Autumn and Winter
- In the summer we will require a sun hat; we provide a top-up of suncream at lunch time for the children who are here all day. Please can you apply all-day protection suncream before your child comes to nursery.
- A blue nursery bag is provided which is used for spare clothes and carrying bottles, nappies and wipes to and from nursery. Each room has individual storage boxes to leave your child's supplies in.
- Teething gel or powder, and an alternative to Calpol (which is provided by the nursery) if your child is intolerant to it, with a consent note from parent or carer saying that you agree to let staff give your child the above if they should need it. Parents and carers are always called before any medication is given, to give verbal consent.
- Sufficient supply nappies, baby wipes and nappy creams, you will be informed when supplies run low.
- Comforters – comforter items such as a special blanket, cuddly toys and dummies help your child feel settled and safe and we encourage parents to bring them in. Comforters need to be labelled clearly and kept in the bag to be used as needed, we strongly encourage you to buy several identical comforters in case one gets lost or left at nursery by accident. The nursery does not take responsibility for items lost or damaged, so please do not send in precious items
- We do ask that you do not bring in any hairclips, gloves on elastic or long scarves as these pose a risk to the children.
- It is extremely common for children at nursery to have the same brand and colour of clothing and shoes, often in the same size. **All of your child's clothing including shoes and wellies must be clearly labelled with their first and last names.**

Child & Parent Details

Full Name of Child.....

Name to be known as if different from above

Date of Birth.....

Religion

Child's first language

Additional languages used in your child's home life.....

Address
.....
..... Postcode

Parents/Carers/Legal Guardians names (and addresses if different from above):

(1)	(2)
.....
.....
.....
.....

Tel number (day) (evening)

Mobile tel. number for

Mobile tel. number for

Work tel. number for

Work tel. number for

email for

email for

Do both parents have legal guardianship of this child? Yes / No

Other adults who can collect your child

Please give details of any other adult who is likely to collect your child from time to time, such as grandparents, aunts, uncles, family friends. We will still need prior confirmation from you that someone else is collecting your child, even if their details are given below and will not allow your child to go with them if we have not received this.

Please try to arrange for at least one of these additional contacts to be in a position to collect your child if you are delayed by unforeseen travel disruptions and are unlikely to be able to collect your child by 6pm.

In an emergency situation, if we are unable to contact you, we will try to contact one of the following, but leave messages for you to inform you of our actions.

Name Number
Relationship to child
Address

Name Number
Relationship to child
Address

Name Number
Relationship to child
Address

Name Number
Relationship to child
Address

Password for collection

Special Requirements

Special Dietary requirements.....
.....
.....

Allergies.....
.....

(any allergies or dietary requirements will be listed on a discretely displayed document in the dining areas)

Please give details of the reaction and action to be taken if the child comes into contact with the food/substance to which they are allergic:

.....
.....
.....

Please give details of any special educational needs our staff should be made aware of.....

.....
.....

Does your child have an epi-pen or inhaler? if so please give details of use and how they take it.....

.....

Doctor's name

Telephone Number

Health Visitor's name

Telephone Number

Signed by both Parents:

Date

Date

Vaccinations

We confirm that our child has had the following vaccinations (as applicable, depending on age):

Date

Two Months:

5-in-1, Pneumococcal, Meningococcal B, Rotavirus

Three Months:

5-in-1 2nd dose, Meningococcal C, Rotavirus 2nd dose

Four Months:

5-in-1 3rd dose, Pneumococcal 2nd dose, Meningococcal B 2nd dose.

Between 12 and 13 Months:

Hib/Men C booster, MMR, Pneumococcal 3rd dose, MenB booster.

2 – 6 years:

Children's flu annual vaccine

After 3 years & 4 months:

MMR 2nd dose, 4-in-1 pre-school booster

If the above vaccinations are age appropriate for your child but have not been given please explain here:

Has your child had any of the above illnesses? Yes / No

If yes, please state which and when.....
.....
.....

Has your child had Chickenpox? Yes / No

If yes, please state when.....

Is this child under any medical supervision Yes / No

If yes, please specify.....
.....
.....

NB: Please also see our Communicable Diseases information sheet

Administering Medicines

Name of registered day care / childminding provision:

HEIRS AND GRACES (TRING) LTD

Full Name of

Child:

If your child needs prescribed medicines you will be asked to fill in a new form, like this one, for each occasion/medicine.

The nursery keeps, on your behalf, a bottle of sugar-free liquid Paracetamol, in the form of Calpol to be given to your child if they develop a raised temperature whilst at nursery or give the appearance of/say that they are in pain from teething. We will ring you to ask if Calpol can be given to your child to ease the pain or lower their temperature.

The nursery also keeps, on your behalf, a bottle of Piriton (chlorphenamine) to be given if your child has a severe allergic reaction whilst in our care.

Staff cannot administer medicines without parents' written permission so would you please sign below if you consent to your child being given Calpol or Piriton in the above circumstances, but only after your permission has been sought by telephone beforehand.

We do not keep a supply of ibuprofen and will not administer it alongside paracetamol (double dosing) unless this has been expressly recommended by your child's GP. A separate Administering Medicine form would need to be completed in this instance.

We will only give Calpol if the child is seen to be unwell or has a high temperature and will also only administer one dose of Calpol in a nursery day. If the child is still needing medicine after three days we will advise you to see a doctor before returning to nursery.

To be completed by parent/guardian:

Full Name of Child:

Name of parent/guardian:

Full name of medicine to be given:

Signed by parent/guardian:

Date:

Emergency Treatment Parental Permission Form

In order for staff to ensure that your child receives the best and most appropriate care, attention and treatment should there be an emergency in the nursery or while out on an authorised outing, you need to complete, sign and date the declaration below. The nursery has a defibrillator which is fully automated and suitable for use on children or adults.

All nursery staff are trained in paediatric first aid. This is renewed every 3 years.

Name of registered day care / childminding provision:

HEIRS AND GRACES (TRING) LTD

Full
Name

of Child:

Date of birth:

Name of parent/
guardian:

1.

2.

Please complete, sign and date the following declaration:

Declaration for emergencies

I agree to a senior staff member in the nursery taking the necessary steps to ensure that my child _____ receives the best and most appropriate care, attention and treatment should there be an emergency or accident in the nursery or while my child is on an authorised outing. I understand that the senior staff member will make every effort to inform me of any emergency or accident as soon as possible after the event but that they may have to accompany my child to hospital in the case of a serious accident in my absence. I give my permission for the senior staff member to authorise hospital staff to administer essential treatment until my arrival.

Signed by

1.

Date:

Parent/guardian:

2.

Date:

Personal introduction to your child

Please give us as much information as you can in order to allow your child to settle into their new environment as quickly and happily as possible and for our staff to get to know your child and their individual needs.

Times of milk feeds (where appropriate).....

.....

What are your child's favourite foods?

.....

How does your child go to sleep?

.....

Does your child have any comforters? (Please specify)

.....

What are your child's favourite activities?.....

.....

What are your child's favourite songs and games?

.....

Is there any further special information about your child that would help them settle more easily into their new surroundings? We try to stick to the home routine as much as possible however if there is a specific time for sleep / activities please specify

.....

.....

.....

.....

.....

.....

Parental Permission Form

We will only use your child's personal information to provide a childcare service for you. We'd like to keep sending you information about your child and our nursery by email/Facebook/phone/website but we need to be sure we have permission to do so. We will keep your information secure and only use it in the appropriate situation.

By ticking this box you are consenting to us continuing to hold and process your data and sending you information

The boxes below provides the nursery with a more in depth consent from yourselves.

You can of course unsubscribe/ask us not to contact you at any time

Name of Child.....

I am happy for my child's image to appear on:-

Our Facebook page Yes No

Our Website Yes No

Advertising Yes No

Brochure Yes No

Other Children's Learning Journals Yes No

Displays around the Nursery Yes No

Child's full name to appear on the Signing In/Out Register Yes No

To be observed for Training Purposes Yes No

Teething Gel (if provided by you) Yes No

Nappy Cream (if provided by you) Yes No

Calpol Yes No

Ibuprofen Yes No

Use of Face Paints Yes No

To be taken out on walks Yes No

Comments.....

Signature.....

Date.....

Day-to-Day Trips Parental Permission Form

Name of registered day care/childminding provision:

HEIRS AND GRACES (TRING) LTD

Full Name
of Child:

In order to make full use of the facilities for young children in the local community, the children may be taken on short walks and trips to venues such as the park, shops, market or library accompanied by responsible adults from the nursery. Adult / Child ratios will still be increased when outside nursery.

To be completed by parent/guardian:

**I give my permission for _____(name of child)
To visit venues in the local community with a responsible adult from the nursery as
part of the day-to-day activities.**

Full name of child:

Name of parent/guardian:

Contact Tel no:

Signed by parent/guardian:

Date:

Settling in and Pre-Entry Information

Child's Name:

Date of birth:

Please give details of any other setting your child has attended? E.g. Nursery, Pre-school, toddler groups, children centre play and stay sessions.

To help us ensure that the experience we offer to your child are developmentally appropriate and challenging enough, it is helpful if you can tell us about your child's development so far.

Communication and Language Development – Typical behaviours

Listening

Tell us about your child's listening skills

Understanding

Tell us about your child's understanding of language

Speaking

Tell us about how your child communicates

Physical Development – Typical behaviours

Moving and Handling

Tell us about your child's physical skills, how they move and use their co-ordination to handle toys and equipment

Health and self-care

Tell us about how you encourage your child to eat well and stay fit? How independent are they in keeping themselves healthy?

How does your child manage their own self-care (dressing, washing, toileting)?

Personal, Emotional and Social Development – Typical Behaviours

Self Confidence and Self Awareness

Tell us about how your child copes with familiar and new places and people

Managing Feelings and Behaviour

Tell us about how your child expresses their feelings. How do they respond to your expectations of good behaviour?

Managing Relationships

Tell us about how your child interacts with other children and adults in familiar and new places.

Are there any particular areas you would like us to support your child with developmentally?

Parent/carer Signature:

Date:

Key Person Signature:

Date:

Who do I discuss problems with?

The best person to go to if you have any queries about the running of your child's room is the Room Leader.

If you have a complaint, please contact the Nursery Manager, *Gemma Mitchell* or the Nursery Owner, *Holly Jones*. They will then schedule an appropriate time to discuss the problem.

For immediate concerns or complaints, please see the Manager, *Gemma Mitchell*, or the Owner, *Holly Jones*; or Deputy Manager, *Carly Holland*.

Any problems to do with your invoices / payments please speak to Gill in the office.

We hope by talking about concerns or worries with the parents and staff, we can then ensure a solution and/or compromise to suit all concerned.

Our Equal Opportunities Policy

- Every child is unique with individual needs.
- We value difference and diversity and encourage children to develop their own personalities.
- Every child is assessed on their individual needs and the help that they may require and we work with parents to achieve the best possible care.
- Every child is allocated to a staff member in their room; we call this 'keyworking'. The staff member has the responsibility for making sure that the child's emotional, physical, intellectual, social and individual goals are met. This is overseen by the Manager of the nursery at all times.
- If at any time you wish to discuss your child's progress, we will schedule a time when you can chat with their key person without feeling rushed.
- We have disabled access to our nursery.
- We will accept any child to our nursery as long as we are able to cater for their individual needs and that our terms and conditions are adhered to. If we feel we cannot offer the best care available, we will not offer a place.
- No child will ever be treated differently due its race, colour, culture, ability or creed.

Safeguarding Children Policy & Procedure

Policy

It is our goal to ensure the safety and wellbeing of all the children in our care. We aim to create an environment in which children are safe from abuse and in which concerns and suspicions are dealt with promptly and appropriately. The welfare and safety of the children is always paramount.

This policy is based on three key commitments:

- Recognise
- Respond
- Refer

Any actions taken are in the best interest of the child and confidentiality will be maintained at all times.

Procedure

We endeavour to

- Create an environment in which children develop a sense of self-worth and independence through adult support.
- Create an environment in which children feel they can talk, are listened to and believed.
- Encourage and enable children to develop the self-confidence and vocabulary to articulate their feelings.
- Build trusting and supportive relationships between staff and families.
- Ensure that all staff and volunteers complete satisfactory employment checks before being left unsupervised with children. This includes taking up references and the completion of an Enhanced Disclosure CRB check. Temporary staff, students and any person without a check are never left alone with the children.
- Provide clear induction and on-going training opportunities to raise staff awareness to signs and indicators of abuse and procedures to be followed.
- Create clear and safe working practices for all adults coming into contact with the children.
- Ensure that adults do not put themselves in a position whereby their behaviour could be seen to be inappropriate.
- Develop good working relationships with other professionals involved with children and their families.
- To maintain (and exceed when possible) staff to child ratios.
- Ensure that there is a Safeguarding Designated Person available who is appropriately trained.

Fees from 1 September, 2019

Registration Fee £100 per child (non-refundable) *
 Deposit £200 per child (Refunded from the final account) **

* Not charged if your initial application is only for the Government free funded hours

**For Children on funded hours only, the deposit is £100 per Child to cover any voluntary charges for meals and any extra sessions

3 months – 3 years:

1 day	8am-6pm (includes breakfast, lunch, tea and snacks)	£67.00
Morning session	8am-1pm (includes breakfast, snack & lunch)	£37.80
Afternoon session	1pm-6pm (includes snack and tea)	£35.65

3 years before free hours funding / or additional hours:

1 day	8am-6pm (includes breakfast, lunch, tea and snacks)	£65.00
Morning session	8am-1pm (includes breakfast, snacks and lunch)	£36.75
Afternoon session	1pm-6pm (includes snacks and tea)	£34.50

7.30 – 8.00 am Early Start Session (for all ages): £4.00 per day
 This service must be pre-booked-if you do not require this session please arrive after 8am

If your child attends Goldfield Nursery School morning session we can pick your child up at 11.45, provide lunch and keep them for the afternoon session. Please see the pick-up charge below. There will also be an extra charge of £10 per day for the extra hour plus lunch

If your child attends Goldfield Nursery School afternoon sessions we can drop off your child at 12.15. Please see the drop off charge below

Goldfield School Nursery – Morning session pick-up charge at 11.45 and Afternoon session drop-off at 12.15 (Note we do not provide a pick-up service at 3.15) £3.50 per day

Meal Charges for Pre-School Children on Free Hours – a voluntary charge will be made of £10.30 for all day sessions, £7.10 for the morning session (including breakfast, snack and lunch) and £3.20 for the afternoon session (including snack and Tea).

Notes:

◆ What your fees include:

- Your fee covers the cost of care, meals, trips, and Calpol/Piriton if needed.

◆ How we invoice:

- Fees are billed at the beginning of each month on a daily/am/pm rate for the calendar month. This will include all sessions including any holiday you choose to take and days taken off for sickness. Any extra sessions and early sessions will be billed on the following month's invoice.
- Nursery fees are payable in full before the end of each month.
- You are charged for 50 weeks a year. The Nursery is closed between Christmas and New Year, and for the last complete week in July (for larger maintenance and redecoration work). **You are not charged for the two weeks we are closed.**
- One full month's notice or payment of a full month's fees is required when withdrawing a child from the nursery.
- Late Fees – At our discretion there is a charge of £10 for every 15 minutes you are late to pick up your child. If you are late more than once in a calendar month the charge will increase to £20 for every 15 minutes.

◆ **Discounts and Concessions:**

- A child with a full time place qualifies for a 5% discount on the daily rates quoted above. For full-time funded children, the 5% discount will apply to non-funded days
- For a full-time child 0-3 years old, we will refund the fee for bank holidays as we are unable to offer a swap For a full time funded child we will refund the meal cost. For all other children if they were due in on the bank holiday, we will offer a swap where we have availability.
-

◆ **The Free Hours Schemes:**

- For full details of how we offer these schemes, please speak to the office.

◆ This fee schedule is effective from 1 September 2019 to 31 August 2020 and will be reviewed by July 2020.

Policies & Procedures

These are located in the Nursery Office. Please ask if you would like to see them.

Privacy Notice

There is a copy of our Privacy Notice on our Website and in the Office

TO BE RETAINED BY PARENT

COMMUNICABLE DISEASES

Your child should not attend nursery or day-care if they are suffering from any of the following. Our recommended minimum exclusion times are as follows:

Type of Disease/Illness	Minimal Exclusion Period
Antibiotics prescribed	First dose at home; can return to nursery if child has no adverse reaction to the antibiotic.
Temperature	If sent home ill, child must be off for 24 hours
Vomiting	If sent home ill, child must be off for 48 hours
Conjunctivitis	Once treatment has begun can come back into the nursery
Diarrhoea	48 hours from last episode
Chickenpox	5 days from appearance of the rash or until all spots have scabbed over, whichever is the greater
Gastro-enteritis, food poisoning, salmonellosis and dysentery	48 hours or until 2 clear nappies or for notifiable diseases, until advised by the relevant public health official
German Measles (Rubella)	Six days from onset of rash.
Hepatitis A	7 days from onset of jaundice
Measles	4 days from appearance of the rash
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided and in no case less than 5 days from onset of illness
Pertussis (whooping cough)	21 days from the onset of paroxysmal cough if no antibiotics, or 5 days if treated
Poliomyelitis	Until declared free from infection by the appropriate public health official.
Scarlet fever and streptococcal infection of the throat	48 hours after commencing antibiotic treatment
Tuberculosis	Until declared free from infection by the appropriate public health official
Typhoid fever	Until declared free from infection by the appropriate public health official
Impetigo	Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment
Plantar warts	No exclusion. Should be treated and covered
Ringworm of scalp	Until cured
Ringworm of body	Seldom necessary to exclude provided treatment is being given
Scabies	Need not be excluded once appropriate treatment has been given
Coughs and colds do not normally require exclusion unless they are severe or the child is distressed.	
Please seek medical advice if you are unsure or concerned.	

Terms & Conditions

Payments can be made by bank transfer or childcare vouchers and invoices are payable by the end of the month to which they refer.

To register your child at Heirs & Graces Nursery, a non-refundable registration fee of £100 is payable for each child registered. This does not guarantee that a place is available.

Once your child/children's place/s have been confirmed and a start date agreed, you will be asked to place a deposit of £200. This will be added to your first month's bill and will be refunded after final payment of your child's account. This is because deposits have to be kept in a separate bank account and will be refunded by us when all final accounts are agreed.

Refunds will not be given for absence due to illness or holidays

All personal items must be clearly labelled with your child's name as the nursery will not be held responsible for lost or damaged items.

Children wearing nappies must be provided with their own nappies, wipes, cotton wool and creams.

Heirs & Graces Day Nursery is open from 7.30am – 6.00pm, Monday to Friday.

In the event of you not being able to collect your child/children at the required time, notification is required in advance by telephone and your emergency contacts notified. A lateness fee will be charged as follows:

If you are up to 15 minutes late to pick up your child/children, there will be a charge of £10 made. Thereafter an additional £10 per 15 minutes will be charged.

One month's written notice is required if you no longer need your nursery place/s, wish to withdraw your child/children from the nursery, or reduce their attendance.

Heirs & Graces Nursery does not accept responsibility for accidental damage or loss of property.

Children at Heirs & Graces Nursery will be taken on regular outings outside the nursery premises. If you do not wish your child/children to participate in such outings please inform the nursery Manager.

If your child falls ill during a nursery session, staff will contact the parent/carer. The nursery adheres to strict guidelines with regards to communicable diseases, as recommended by Public Health England and stated in the Policies and Procedures of Heirs & Graces Day Nursery.

Terms & Conditions (continued)

The nursery reserves the right to refuse collection of any child unless the required security procedures are adhered to.

In the event of your child/children being collected by any other persons than one of those stated in the personal details form, a request to the nursery should be made in advance and a password/security number will be issued to the person collecting the child. The child/children will not be released unless this security procedure is followed

It is the parent's/main carer's responsibility to inform the Nursery of any changes in circumstance (i.e. contact telephone numbers, change of address). We will also ask parents/main carers to check that the records we hold for you are up-to-date on a regular basis. Please also inform us of anything that may be affecting your child emotionally such as the death of a Grandparent or changes in your home life. All information will be shared with your child's key worker and staff all sign a confidentiality agreement to ensure the information goes no further.

Our fees are subject to annual review and advance notice will be given of any changes made.

The nursery has an obligation/responsibility to contact Hertfordshire Social Services should we have any concern that a child in our care may be the subject of neglect, ill treatment or abuse. This may be done without informing the parent/carer.

Heirs & Graces Day Nursery reserves the right to remove/add/change these Terms & Conditions subject to a suitable notification period.