

# House of Rompa

## Policies & Procedures

HOUSE OF ROMPA

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## NURSERY AIMS

The aim of our nursery is to provide high quality full day care, part day care and crèche facilities for children aged 3 months to 5 years. This will be in a safe, fun and caring environment where children can learn through their play. We aim to provide different experiences and the opportunity of spending time with other children and adults who are not family. Initially this care will be offered in our Baby room, followed by the Tots room and then following in to our Pre-school room. Our Pre-school specialises in providing high quality sessional education combined with full day care.

Babies and Children while spending time learning through play, will spend quality time on many home-based activities, following the Early Years Foundation Stage Curriculum. Our aim for these children is to re-create a home environment as much as possible with outings and familiar faces. Enabling them to share normal life experiences with our qualified and experienced Nursery staff. All children will have a key worker with whom they can bond and develop a happy, trusting relationship with and in turn parents and carers can liaise with. This ensures continuity of care and good communication between us all.

Parental involvement is welcomed and the Nursery operate an 'open door' policy, where parents and carers can speak to a member of staff about any concern at anytime, management and staff are available at all times and are there for help and support.

The Nursery is open to all children, regardless of gender, race, religion or disability including HIV status, providing we can offer the best option for that child. In some cases we can apply for additional funds to help provide extra staff to help overcome problems a child may experience within the Nursery setting.

## ADMISSIONS POLICY

At the House of Rompa we have an open admissions policy welcoming every child from 3 months upwards. All enquiries and contracts which take place are treated on an individual basis and care is taken to ensure we meet any special requirements of the individual child.

All enquiries will be added to a waiting list and places are offered subject to availability. Parents/carers will be obliged to pay 1 months fee's in advance which is refundable on the child leaving the setting, either to school or by giving notice.

We require 1 months notice for any alterations to allocated days, and also for the termination of a contract. There is also a £30 registration fee applicable when completing a contract.

The nursery will endeavour to try their level best to accommodate any extra sessions or an increase in hours/days, but this may not always be possible.

Before any child is registered with the nursery we do ensure that all parents/carers have a good knowledge of the setting. We do this by inviting them for visits, and informal meetings to collate information on what they want from a nursery and also to give them information on what the setting has to offer their child. We encourage parents/carers to ask questions and endeavour to answer them with accuracy.

All parents are free to look at the settings policies and procedures and it is compulsory on registration of their child that they read and sign, acknowledging they have read and understood them.

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#### EQUAL OPPORTUNITIES

At our nursery, we are proud to accept all children regardless of race, gender, religion or disability, including HIV status providing we feel we can offer the best possible childcare for that individual. We endeavour to offer 1:1 support for children with Special Educational Needs. We have close links with the local Health Centres, Health Visitors, Speech Therapists, Social Workers and the Child Development Centre in Macclesfield. We ensure our training is kept up to date, which in turn ensures we are able to deliver the best we can for all of our children.

We respect all cultures and religions, providing any dietary requirements that are requested. We celebrate lots of festivals and also respect our Jehovah's Witness children who do not celebrate these festivals. Alternative activities are provided at all times taking great care not to make the child feel excluded.

We communicate extensively with our parents, we are always striving to learn not only more about their children, but also their cultures and faiths and what better way than by talking and making them feel welcomed. Parents are encouraged into the group and we appreciate any help and advice we are given.

We have welcomed many children into our group, for whom English is an additional language. We have had good success with these children as they quickly start to use English in their conversation. If parents find English difficult we will endeavour to translate into their chosen language, likewise using Braille if required. We will send information home by email and letter to cut down on misunderstanding and will also be happy to discuss face to face.

We respect and treat all our children as individuals. All children can access all our equipment regardless of ability or gender, all the children have the opportunity to play and take part in all aspects of nursery life and we actively encourage diversity.

In our setting, we promote that all children in our care take in to account each others needs and feelings, we encourage this by our own good practice and respect of each other. That's the beauty of Nursery 'Everyone is Equal'.

Discrimination will not be tolerated . Any member of staff who displays any negative attitudes and/or practises will be subject to a disciplinary and appropriate measures will be taken.

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### INCLUSION POLICY

At the House of Rompa we pride ourselves on being an inclusive setting and promoting the importance of inclusion within the nursery day.

Every child, parent and staff member will be welcomed and made to feel comfortable in the surroundings of this setting. Everyone will be treated and respected as individuals in their own right.

We will always ensure the guidelines of the EYFS (Early Years Foundation Stage) are adhered to at all times, and that all visitors to the setting are treated inclusively.

Every child will have access to all our equipment and activities, providing it is safe and age appropriate.

We will challenge any form of prejudice, and will not tolerate any form of discrimination against anyone in this setting.

We will encourage all the children in our care to respect each other and we will provide an inclusive positive atmosphere that promotes equal opportunities

(Please also refer to our SEN Policy)

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### SEN POLICY

The House of Rompa has a clear understanding of the importance of ensuring that the needs and requirements of the individual child and parent are met at all times. We believe in the promotion of "inclusion" of all children within the setting. This is achieved through giving due regard to the SEN Code of Practice within the Policies and Procedures written and implemented by management and staff alike.

Children with SEN are children first sharing the same needs and desires as all children of the same age in the nursery.

It is important, to recognise from the onset the individual needs and requirements of the child and parent. We are able to achieve this through our flexible approach to every aspect of childcare. Although we have the required Policies and Procedures written and in place these are used as a guideline. We ensure that we have clearly identified the needs and requirements of the child through discussion with parent/carer. Having collated the necessary information we then formulate an action plan to include settling

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in procedure, provision of necessary aids and support. Through the implementation of this approach it enables the nursery to create a framework that is supportive and inclusive.

The nursery regularly reviews its "Admission Policy" to ensure we can meet the SEN Code of Practice.

This includes:

- Access and Layout of the building
- Provision of equipment and materials
- Recognition of all children's needs
- Links to outside agencies where applicable

It is through the on-going reviews we are able to ensure that all children are given equal opportunity to share in the daily activities of the nursery.

Should any further support or advice be needed, then the person to speak to would be Sue French SEN Officer, she can be contacted on the SEN helpline: **01625 374182** on Monday's or in case of an emergency on: **01625 374180**.

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#### SPECIAL EDUCATIONAL NEEDS CO-ORDINATORS:

Our named SENCO's are Des Forrest and Rose Cragg their responsibility is to ensure that the following takes place:

Use continual observations and assessments to help identify any areas of difficulty that a child may have.

Arrange regular meetings/ updates with parent/carer to ensure that information is shared and due care and consideration is given to the parent and carers wishes.

Help formulate a child's individual educational plan /individual behavioural plan. She will use the appropriate strategies to ensure that she meets individual needs of the child. And when and wherever possible take account of the ascertainable wishes of the child.

Ensure that all staff are fully aware and conversant with the SEN Code of Practice including on going training.

#### Identifying SEN and Taking Action

Regular observations and assessments are carried out on each child following the stepping-stones profile. Areas for concern are noted and it is at this stage that the SEN Co-ordinator and key workers will take the appropriate action. This will include:

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- Collating evidence to support concerns
- Establishing whether the nursery provision meets the needs of the children and the individual child.
- Informing parents of concerns and formulating an action plan together, and wherever possible the child's wishes will be taken into consideration before any action is planned and implemented.

It is vital that the required advice, help and support from outside agencies is followed and all necessary records are kept and meet the Data Protection Act.

The House of Rompa works closely with all appointed outside agencies to support and develop the individual needs of the child. The nursery also offers support so that they are able to implement any action deemed necessary by the outside agency.

#### Complaints Procedure:

The procedure for raising a complaint concerning SEN Provision within the nursery should be as follows:

Our named SENCO will endeavour to deal with your complaint through discussion with management. The investigation should take place and be reported back to the parent/carer within one week.

### ARRIVAL AND COLLECTION OF CHILDREN POLICY

It is our policy in the House of Rompa that a phone call is required to inform the nursery staff of any changes to your child's daily routine ie early drop-offs or indeed late pick-ups. All children are to be signed in and out on collection and this is to be done by the parent/carer. Registers are provided in the hallway for parents to do this.

**The nursery promptly closes at 7pm.** However the nursery staff do have an obligation to stay with any uncollected child (see uncollected child policy for the procedure to follow). It is our legal responsibility that 2 staff members are to be in the building until all the children have been collected safely, only then will the setting be closed.

Here at the House of Rompa we do not charge a late fee, if parents/carers have contacted us with a valid reason as to why they will be late. We do however from time to time have no option but to implement a late fee, where lateness is persistent. This is to cover staff costs and will be discussed with management.

The nursery still has an obligation not to release any child to an unauthorised person, even if the collection is late. An authorised person must telephone and inform staff members who will be collecting the child. In this case then a password must be set up and agreed and a full detailed description of the person collecting the child must be given before the child is permitted to leave the setting.

The same applies for parents/carers who require their child to be dropped off earlier than their arranged start times.

This also applies to parents dropping off their child for an afternoon session. Our sessions are 7.00am-1.00pm and 1.00pm-7.00pm.

However some parents at times may require to drop their child off a little earlier. This has to be decided and agreed by the nursery management, as the setting is staffed according to the ratios set out by OFSTED and any unauthorised arrival may unbalance the legal staffing ratios, resulting in legal action being taken by OFSTED.

Any child who arrives at the setting within an unauthorised start time will be asked to leave and come back at their agreed time.

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### SECURITY POLICY

At the House of Rompa it is our policy that the safety of the children is paramount. This is achieved by staff having a good knowledge and understanding of child safety. Staff ensure that when meeting and greeting parents they close the door behind them, this then ensures whilst staff are speaking to parents/carers the child cannot get back out of the door. A password system is in place for parents, which is unique to their child. Any other person collecting their child who cannot provide this password will not be allowed to take their child, until staff have contacted the parent/carer verifying who they are.

At the House of Rompa it is our policy that all children are signed in and out by their parent/carer. There are registers in the hallway which allows parents/carers to do this. They must do this on a daily basis to ensure the safety of their children (Staff in turn will also sign the children in and out in the room registers on a daily basis)

Staff ensure that all baby gates situated in any room are closed after going in or out, and it is the job of the management to check the gates are in full working order.

All staff will ensure that when they answer the door to anyone, they check the identity of every person. Anyone who cannot provide the appropriate identification will not be allowed access into the building. Any visitors at the setting must sign our visitors book, stating who they have come to see and why. They must also state the time of entrance and exit. Staff are to ensure that no intruders can enter the setting by putting security catches down on all doors after they have seen anyone into the building.

Staff members liaise with each other should any pick up or drop off arrangements change and this is discussed with the management.

Should parents fail to contact staff with new arrangements then until a parent has been contacted their child will not be permitted to leave the setting.



The management provide daily registers for staff and children making sure they are aware of everyone in the buildings whereabouts, so keeping them safe from harm.

### BEHAVIOUR MANAGEMENT POLICY

At the House of Rompa it is vital that all the children in our care look upon the staff and any assistants as positive role models.

The staff and assistants are to speak to the children on a 1-1 level making sure they have direct eye contact with the child. All the children in our care have good behaviour commended and are rewarded via a special certificate and also stickers. This gives the children a sense of self worth and importance within the setting. They react well to this and endeavour to continue to please. Positive praise is given continually in order for any negative behaviour to be minimal.

However from time to time it is perfectly normal to experience some negative behaviour, the staff and assistants deal with this by explaining to the child in a clear and appropriate way why the behaviour is unacceptable. They must ensure that when explaining anything to a child, it must be on a level that they as individuals can understand. They must also enforce positive praise after talking to the child to encourage incentives for the child, setting targets and goals. Accidents and incidents that occur within the nursery are monitored by the management and should concerns arise, they are dealt with immediately.

If any type of behaviour should happen on a regular basis, then this will be monitored and recorded, any type of behaviour which may persist and have cause for concern with the management or staff then the parents of the child will be informed. All accidents and incidents that occur within the nursery are monitored by the management and should concerns arise, they are dealt with immediately.

The management team and staff will endeavour to support the parents where possible and work in conjunction with each other to resolve the matter appropriately. If however there is still a cause for concern then the need of an outside agency may be relevant.

At no time will this nursery condone any form of physical punishment or any form of inappropriate behaviour towards any child in this setting. Should the staff or assistants breach this rule then immediate action will be taken. This will be dealt with by the Designated Behaviour Co-ordinator.

### RECRUITMENT OF STAFF POLICY

It is our policy at the House of Rompa to ensure we take time and care in the recruitment of our staff. We pride ourselves on having a low staff turnover, and it is the job of all staff members to maintain high levels of care for all our children.

Staff members are required to have an Enhanced Criminal Records Bureau Disclosure before commencing work in this setting. They are also required to provide 2 written references from previous employers or tutors, these in turn will then be verified.

A 3 months probationary period will then be imposed for the benefit of both parties.

All staff members are to be fully qualified or working towards an NVQ level 2, level 3 and be first aid trained.

Whilst in this setting training opportunities are available to all staff members whereby they can further their knowledge of childcare. This is either done by specialist training companies being brought into the setting or attending courses on an evening. We do this to avoid disrupting the children unnecessarily.

### SAFEGUARDING CHILDREN POLICY

At the House of Rompa it is vital that all staff members have a good understanding of safeguarding children, and that on induction they understand the procedures to be followed in the event of an allegation being made against a member of staff.

Staff will be required to familiarise themselves and keep up to date with any changes regarding safeguarding children and should take steps to ensure they attend regular refresher courses. These are delivered by the Early Years Team and can be booked via the management team.

At the House of Rompa it is our policy to inform Ofsted without delay of any allegations of serious harm or abuse by any person living, working or looking after children in our setting, (whether the allegation relates to harm or abuse committed on the premises or elsewhere), or any other abuse which is alleged to have taken place on the premises and of the action taken in respect of these allegations.

It is our policy that we inform the local Safeguarding Unit without delay of any allegation of abuse (following the same criteria as above).

Should any staff member have cause for concern about any child in our care then they must document their concerns and inform the management team immediately. It is then the responsibility of the designated Safeguarding person Des Forrest and/or her Deputy Sam Churm to follow the correct guidelines as written above and to also refer to the main Safeguarding Policy for further support.

When staff members are documenting any alleged concern then they must ensure they write factually. It is imperative it is written exactly how it is said and not elaborated in any way.

This documentation may be used as evidence in court and therefore needs to be 100% accurate.

All the children in our care are protected to the best of our ability. We will maintain this by attending regular refresher courses and keeping up to date with continuing changes.

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## Cheshire East, Model Safeguarding Policy for Early Years Settings

### House of Rompa

Grounds of Wilmslow High School  
Holly Road  
Wilmslow  
SK9 1LN

#### Introduction

The Safeguarding Policy for the House of Rompa must be read in conjunction with a range of other welfare policies this setting adheres to e.g. Behaviour Management, Nappy Changing/ Toileting, Health and Safety, Medication, Safe Recruitment, E-safety etc and the Staff Code of conduct. All our policies are available to staff and parents and can be obtained electronically and are located in the Policy & Procedure Folder in the hallway. . The Further Guidance document contains additional information which all staff must read.

New staff/volunteers/students will read and sign to say they have read the policy as part of their induction process.

At the House of Rompa, we have an ethos which recognises that every member of staff/volunteer has a key role in the prevention of harm, early identification, intervention and support for children at risk of significant harm.

We endeavour to provide an environment in which children are safe and feel safe, where they are valued, where they are listened to and where they know that their concerns will be taken seriously.

*At the House of Rompa, we pride ourselves on our unique relationship with both parents and children. By creating a warm, fun loving & safe environment children are able to develop into confident, happy and self assured little beings, knowing they are valued and listened to as individuals and that any worries or concerns will be dealt with immediately and with the greatest of care, respect and confidentiality.*

At the House of Rompa, Des Forrest – Manager and SoCCo follows the current statutory guidance for Safeguarding.

She is aware of the range of statutory requirements and good practice guidance documents that are in place to support the setting in meeting the welfare and safeguarding needs of children. She is responsible for maintaining her knowledge and making other staff aware of their responsibilities in relation to the safety and welfare of the children in the care of the House of Rompa.

*“It is expected that every person working in the early years sector should have an up to date knowledge of safeguarding children issues and be able to implement their setting’s safeguarding children policy and procedures appropriately. These policies should be in line with the LSCB guidance and procedures”*

Working Together to Safeguard Children 2010  
Page 15, para 2.170

### **Safeguarding and Welfare Requirements.**

The Statutory Framework for the Early Years Foundation Stage (EYFS) sets out the safeguarding and welfare requirements that focus on the safety and well-being of children.

This setting recognises the responsibility to:

- safeguard children and promote their welfare;
- promote good health;
- manage children’s behaviour;
- ensure the suitability of adults who have contact with children;
- ensure that adults looking after children have appropriate qualifications, skills and knowledge;
- ensure that staffing arrangements keep children safe;
- ensure that organisational arrangements enable all children to have a positive learning and development experience;
- ensure facilities are safe and suitable; and
- maintain records, policies and procedures.

## **Definition**

“Safeguarding” is an umbrella term encompassing the whole safety and well-being of a child and recognises the importance of the preventative agenda and early intervention. At the House of Rompa the Cheshire East ‘Levels of Need’ Document ([Appendix 1](#)) is shared with our staff to support their understanding of the range of safeguarding and welfare needs children and families may need support with.

**Child protection** is a part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm. (Working Together 2010, para 1.24, p35)

Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. At the House of Rompa we aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

Safeguarding is defined as:

- Protecting children from maltreatment
- Preventing impairment of children’s health and development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care

And undertaking that role so as to have optimum life chances and to enter adulthood successfully.  
Working Together to Safeguard Children 2010 P34

## **The Role of Leadership and Management in Safeguarding Children**

Des Forrest (Manager of this setting) must take all necessary steps to keep children safe and well and must also be alert to any issues for concern in the child’s life at home or elsewhere.

She must also ensure that written policies and procedures are in place to safeguard children, in line with the guidance and procedures of Cheshire East Local Safeguarding Children Board (LSCB).

At the House of Rompa these policies and procedures are available for all staff and parents electronically and also to read in the Policy & Procedures file located in the hallway and the staff room.

All staff sign to say they have read these policies and these signatures are available to see in the policy & Procedure file located in the hallway and the staff room.

The policies are reviewed annually or when there are significance changes to legislation and guidance

A’dell Harper – Owner and Des Forrest - Manager must ensure all staff are recruited safely, trained appropriately and that new staff, volunteers and students receive guidance about Safeguarding procedures during their induction process.

A’dell Harper – Owner must identify and support a Safeguarding of Children Coordinator (SoCCo)

A’dell Harper – Owner/ Des Forrest - Manager will notify Ofsted and the local child protection agencies of any serious accident or injury to, or the death of, any child while in their care. This will be done as soon as

reasonably practical within 14 days of the incident occurring

*A practitioner must be designated to take lead responsibility for safeguarding children in every setting. This practitioner is responsible for liaison with local statutory children's services agencies, and linking up with the Local Safeguarding Children Board . The lead practitioner should provide support, advice and guidance to other staff on an ongoing basis and in particular if any safeguarding issues arise.*

Statutory Framework for the EYFS Consultation Document 6<sup>th</sup> July 2011

(3.7 Page 16)

The name of our Safeguarding of Children Coordinator (SoCCo):

**Des Forrest**

Our Deputy Safeguarding of Children Coordinator is:

**Sam Churm**

### **Procedures for Child Protection**

All staff members who have, or become aware of, concerns about the safety or welfare of a child or unborn baby should discuss any concerns they have with Des or Sam to clarify their understanding of the child's circumstances.

If there are still concerns about the safety or welfare of the child, Des or Sam will have further discussions with staff in Children's Social Care who will be able to advise on whether the concerns meet the threshold for child protection enquiries and what further information or actions may be required. If concerns remain after discussions, the child should always be referred to Children's Social Care for the area in which the child is living at the time.

If staff at the House of Rompa have concerns for the immediate safety and welfare of a child we will act without delay to notify child protection agencies identified by the Local Safeguarding Children Board in the area in which the child lives. We will ensure we have the contact details for Children's Social Care in the areas in which the children live if they do not live in Cheshire East.

If a referral is made to the Children's Assessment Team (Children's Social Care) this will be confirmed in writing within 48 hours by completing Safeguarding Children in Education Referral Form ([Appendix 2](#)).

The responsibility for completing this form lies with Des or Sam.

### **Cheshire East Emergency Contact Numbers**

Children's Assessment Team (Children's Social Care) : 0300 123 5012  
(Mon-Thurs 8.30 a.m. – 5pm or Fri 8.30 a.m. – 4.30 pm)

Out of Hours Service: 0300 123 5022

Safeguarding Advisor for Early Years Settings: 01606 275039

LADO Service: (allegations against staff) 01606 288931

Police: 101

OfSTED: 0300 123 4666

These and other contact numbers are displayed in the setting Hallway, office, staffroom, baby room, tots room, pre-school room and kitchen. (Appendix 3)

At the House of Rompa we will ensure that staff understand our Safeguarding Policies and procedures and that all staff have up to date knowledge of safeguarding issues. These are written in line with the Cheshire East Local Safeguarding Children Board (LSCB) Procedures. Staff input is vital, which is why all staff are involved in writing the nursery's policies & procedures. Several staff meetings are held to discuss and final approve policies & procedures. Finally staff are asked to sign to say they have read, agree and most importantly understand the content of the documents. Safeguarding in turn is also discussed during 2 monthly staff meetings, individual room meetings, supervision interviews and quarterly questionnaires are also handed out to staff to complete. Scenarios and questions are also used to encourage input and better understanding.

It is acknowledged that abuse of children can take many different forms; physical, emotional, sexual, neglect and bullying. Children are also at risk where there is Domestic Abuse within the family. We will ensure staff know and understand about the different types of abuse by ensuring they have **ALL** attended Safeguarding Basic Awareness Training – Level 1 and that they all have a good, sound knowledge of not only the different types of abuse, but how to deal with a situation should it arise, in a sensitive and professional manner and to be able to take on and act on the advise given by leading agencies such as the Police and Ofsted.

The nursery also has a Domestic Abuse Coordinator, Des Forrest, who has attended training and has gained some underpinning knowledge & understanding in this area. All staff will ensure they maintain their qualifications and training up to date and take part in meetings, discussions and scenarios to ensure a good knowledge and understanding of safeguarding.

*Babies under 12 months old are particularly vulnerable to violence. Where there is domestic violence in families with a child under 12 months old (including an unborn child), even if the child was not present, professionals should make a referral to children's social care if there is any single incident of domestic violence."*

*Working Together to Safeguard Children 2010: 11.88: Page 312*

*Additional information on Domestic Abuse is given in the Further Guidance document*

At the House of Rompa staff recognises that early intervention is key and that they must record and refer all suspicions of abuse/significant harm to children to the SoCCo as soon as concerns arise.

Des – Manager and Sam - Deputy will support staff to identify, understand and respond appropriately to signs of possible abuse and neglect, including:

- significant changes in children's behavior;
- deterioration in children's general well-being;
- unexplained bruising, marks or signs of possible abuse or neglect;
- children's comments which give cause for concern;
- any reasons to suspect neglect or abuse outside the setting, for example in the child's home;
- Inappropriate behavior displayed by other members of staff, or any other person working with the children. For example, inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

### **Working with Parents/Carers**

At the House of Rompa we work in partnership with parents and keep them informed by ensuring we provide a thorough induction by explaining and providing nursery policies and procedures. We explain how the nursery runs, what we provide, the role of the key workers, the curriculum, staff qualifications, and the importance of safeguarding children in our care. The importance of keeping them informed and the role

they play in sharing information with us about their child. We will provide daily and monthly written information about their child and will always have an open door policy, were they can come and chat, share information or raise any queries or concerns. We recognise that early intervention and sharing information with parents and other agencies is crucial.

Concerns must always be discussed with parents and their permission received to share information with other agencies unless seeking permission may itself place a child at risk of significant harm.

Examples of where this may cause such harm include:

- where sexual abuse is suspected or disclosed;
- where Fabricated or Induced Illness is suspected ;
- where there are fears for the safety of the child due to possible action by members of their family
- where it is not possible to contact the person whose consent is required immediately and prompt action is required to establish or ensure the child's safety

All staff must have regard to the guidance set out in the publication '***What to do if you're worried a child is being abused***', available from the DfE website:

(<https://www.education.gov.uk/publications/standard/publicationdetail/page1/dfes-04320-2006>).

We also encourage parents to recognize their responsibilities in supporting our setting to keep children safe by



- requesting them not to publish photos of their or other parent's children with their names and name of this setting on social networking sites (see the setting's social networking policy)
- requesting they do not discuss the setting on social networking sites (see the setting's social networking policy)
- requesting them to follow procedures outlined in other policies (e.g. medicine policy/reporting accidents/illness/absence etc)

### **Allegations Against an Adult Working with Children or Young People**

At the House of Rompa the staff are made aware of the procedures to be followed if there is an allegation against an adult working with our children by ensuring they have a good, sound understanding of the nursery's robust Safeguarding policy – which has been approved by Cheshire East Local Safeguarding Children Board, this includes how to react, assess and put in place the relevant procedures.

This is all achieved by continuous staff training, hard work, meetings, scenarios and dedication to the post.

In most circumstance allegations should be reported to and discussed with Des Forrest Nursery Manager. In her absence it will be reported to Sam Churm – Deputy Manager. Allegations against the Owner/ Manager should be reported to and discussed with Sam Churm – Deputy.

This setting will follow the procedures outlined in the guidance from Cheshire East LSCB. Details are available on-line. [See Appendix 6](#) for current procedures.

The procedures must be applied when there is a concern or an allegation that any person who works with children and young people, in connection with his/her employment or voluntary activity, has

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child; or
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

Any allegation of serious harm or abuse by any person living, working or looking after children at the premises will be reported to Ofsted – telephone number 0300 123 4666.

### **Maintaining Records, Confidentiality and E- Safety**

At the House of Rompa records relating to Safeguarding and Child Protection are kept securely and separate to children's learning records. They are accessible only to those who have a right or professional need to see them. An example of the proformas used is given in [Appendix 5](#) The following process must be followed in relation to record keeping:

- Any member of staff who has concerns about the welfare of a child must record and share this information , without delay with the SoCCo
- Staff must make a brief accurate record of these concerns using the agreed pro-forma, recording any allegations that the child makes in the child's own words

- These records are stored securely, separate from the child's developmental records until the child reaches the age of 25 years old
- The information is shared with Staff and other Professionals only on a "need to know basis".
- The child protection record must be transferred confidentially to the SoCCo/Safeguarding Lead at the receiving setting/school when a child leaves the setting.

At the House of Rompa our staff are expected to maintain confidentiality at all times as outlined in (our Confidentiality Policy/Staff code of conduct). However, they have a professional responsibility to share information with other agencies in order to safeguard children.

Confidential discussions with parents/carers will take place in the privacy of the office.

Staff are also made aware of their responsibilities for the safe use of technology such as mobile phones and cameras and e safety as outlined in our Mobile phone policy and social networking policy.

### **Safeguarding Training**

*The practitioner with lead responsibility for safeguarding must attend a child protection training course. The high level content of this training must enable practitioners to identify, understand and respond appropriately to signs of possible abuse and neglect ..... It must also conform to advice from the Local Safeguarding Children Board*

Statutory Framework for the EYFS Consultation Document 6<sup>th</sup> July 2011 3.8 Page 16

*Providers must train all staff to understand their safeguarding policies and procedures, and to ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify, understand and respond appropriately to signs of possible abuse and neglect.*

Statutory Framework for the EYFS Consultation Document 6<sup>th</sup> July 2011 3.9 Page 16

At the House of Rompa we ensure all staff have Safeguarding training. Des – Manager / SoCCo and Sam - Deputy SoCCo have attended training that includes Child Protection Training validated by Cheshire East LSCB – They both hold level1 and level 2 in safeguarding.

A list of Safeguarding training attended is available in the office but certificates are up in the hallway.

Staff are provided with regular safeguarding updates by Des (SoCCo) during staff meetings, room meetings, supervision interviews, setting scenarios, questionnaires and during 1:1 meetings as necessary.

**Dissemination of Policy**

Parents will be sent a copy of this new, updated safeguarding policy electronically, a copy will also be placed in the policies & procedure folder which is kept in the hallway and always available.

The Safeguarding Policy was shared with existing staff members on 19/12/2011 and all have signed to confirm they have read it. These signatures are available in the policy & procedures folder in the hallway and in the office and staff room. Safeguarding policy and procedures will be discussed during the induction process for new staff, volunteers and students.

**Policy Review**

This Safeguarding policy will be reviewed **annually** or sooner if there are any changes to Statutory regulations. Following each review all staff are expected to read the policy and sign to say they have read it and that they understand the procedures to be followed. Parents too will be sent an updated version electronically.

This Policy was adapted from the Cheshire East Model Safeguarding Policy by Des Forrest Nursery Manager and the staff at the House of Rompa.

**Des Forrest**

**Nursery Manager / SoCCo**

**20/12/2011**

**Signature / date:**.....

This setting has undertaken a Safeguarding Audit which lists other policies linked to Safeguarding and their review dates. The Safeguarding Audit was first completed on May 2011 and will be undertaken annually. It is located in the Safeguarding file in the office.

Staff acknowledgment, please sign & date:

A. Harper:.....

D. Forrest:.....

S. Churm:.....

C. Helliwell:.....

R. Cragg:.....

H. Harrison:.....

E. Taylor:.....

S. Mulk:.....

E. Ramsden:.....  
K. Noble:.....  
E. Brown:.....

The House of Rompa is committed to the safeguarding of children in their care and along with this policy also has further safeguarding guidance attached.

***Date of next Review: December 2012***

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### **INJURIES INCURRED AT HOME POLICY**

**It is our policy in this setting, that should your child arrive at nursery with an injury that has incurred at home, you will be asked to complete an accident form and sign it to the contrary. This form will enable staff at the setting to monitor your child throughout the day for any possible side effects of the injury.**

**Parents/carers are also required to inform staff of any injuries that are not visible eg. Bump to the head, again for monitoring purposes.**

**As with all documentation in this setting the information that parents/carers share with us will be kept in the strictest confidence and kept with your child's personal record. The only time these records may be shared is when a third party such as Social Care or the local Safeguarding Unit require them.**

**Any accidents that should happen whilst at nursery will be recorded in the appropriate way, (see illness and injury policy).**

**If an injury is found whilst changing a child, the parent/carer will be contacted and a form filled in over the phone, which will be signed by the parent/carer upon collection, (refer to main safeguarding policy)**

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### **ALLEGATIONS AGAINST STAFF POLICY**

**This policy outlines the procedure that will be followed should an allegation be made against an employee or volunteer of the House of Rompa by a child, parent/carer or indeed another member of staff.**

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**Any allegation is to be reported to the management immediately. The management must then inform Ofsted and the Safeguarding Unit and pass on all information. All the facts should be documented with accuracy and nothing elaborated as this may be used as evidence in court. The House of Rompa will follow the guidance and advice as set out by the lead agency. Any interviews will be carried out individually and discreetly.**

**Should any allegation against an employee / volunteer be made, then immediate action will be taken, this will take the form of an immediate suspension from work, which will remain in place for the duration of the investigation. Once all the leading agencies have reached a conclusion and the House of Rompa has been advised then and only then will a decision be made regarding the reinstatement of the employee / volunteer. Staff members however will be given equal rights as individuals.**

**We are committed to working with all lead agencies to ensure the safety and well being of all children and staff alike.**

**(Also see main safeguarding policy: Section 12)**

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### **UNCOLLECTED CHILD POLICY**

**Should any child fail to be collected at the end of the nursery day by their parent/carer then the following procedure should be followed.**

- 1. Phone the parent/carer to denote whereabouts, if no reply, ensure a message is left.**
- 2. Obtain the child's contract details and look for any other family members or carers who have provided information, again if no reply, leave a message.**
- 3. If staff members still have not heard from anyone and no contact has been made after 1 hour of the nursery closing and calls being made, then Social Services will be contacted.**

**Staff members have a duty of care to the child and 2 staff will remain with the child until Social Services intervene.**

**For this reason it is imperative that parents/carers let us know if they are running excessively late.**

**Number for Children's Access Team in East Cheshire :**

**0300 123 5012**

**Emergency Duty Team - out of hours:**

**0300 123 5022**

### **MISSING CHILD POLICY**

If a child should go missing from nursery for what ever reason, the following procedure must be carried out immediately :

1. Search the premises and grounds
2. Phone 999 and report the child missing
3. Phone the parent/carer or emergency contact
4. Manager to continue search of the vicinity around the building and the school
5. Deputy and remaining staff to ensure all other children are safe and remain calm.
6. All relevant information to be recorded and incident reported to relevant
7. Authorities as per our safeguarding policy.

### **CONFIDENTIALITY POLICY**

It is our policy at the House of Rompa that any information passed to us regarding any child or member of staff is treated with the strictest confidence.

All children in our care have their own individual personal files which can only be accessed by staff members and parents (via letter request).

Staff members too, have their own individual files, that should only be accessed by the management team.

Any personal information regarding any child in our care or any member of staff in our employment will be kept in the strictest confidence, and documented accordingly.

Staff members are fully aware that should they breach confidentiality on any level, then they will be subjected to disciplinary action and depending on the severity could result in the loss of their position.

### **MEDICATION POLICY**

At the House of Rompa, if a child is to become unwell at any time they may require medication.

In this setting where a contract is signed we ask the permission of all our parents/carers to administer any form of medication to their child. This includes paracetamol, ibuprofen or prescribed products. If a parent/carer refuses to sign this form then their wishes will be respected and their child will not receive any medication.

**It is our policy to ensure we have sufficient information about the medical condition of any child with long term medical needs. It is the parents/carers responsibility to advise the nursery about the medicines their child is on and to provide details of any changes to their medication no matter how small.**

**If any child in this setting requires long term medication for an ongoing illness then they must ensure they have been fully trained by a health professional to administer the medication. This will be done by outside services who will come in and provide in house training. Senior members of staff only have the authorisation to administer long term medication and must make sure it is documented in the correct way and filed away in the children's personal development files.**

**At the House of Rompa we will only accept medicines which have been prescribed by a doctor, dentist, nurse or pharmacist and have the relevant information printed on them ie) child's name, dosage and date dispensed, once again these will only be administered by senior members of staff. All medicines will be kept in the fridge (if required) or either in the medicine cupboard which is kept in the kitchen, unless the state otherwise.**

**Should a child be on prescribed medication, then the medication will have to have been taken for at least 24 hours before returning to nursery, please give us a call if you are unsure about returning to nursery.**

**In this setting we supply medication sheets for each child whereby the date, time, name of medication and by whom it was given is documented. All parents at the end of the nursery day are to sign and confirm their child's medication was given appropriately and by the correct designated persons.**

**The nursery have the right to refuse entry to any child they feel looks too unwell to be left.**

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### **ILLNESS AND INJURIES POLICY**

**It is our policy at the House of Rompa to ensure that Ofsted and the Safeguarding Unit are informed of any serious accident or injury to, or serious illness of any child whilst in our care, and to act on any advice given.**

**It is compulsory in this setting that every staff member is first aid trained and should any outings take place then a first aid kit is to be taken as well as an outings form be filled in. There are full first aid kits located in the baby room and in the office an outings first aid box and a kitchen one are visibly labelled in the kitchen area. It is the responsibility of the room leaders in those rooms to make sure they are fully stocked and still within their "use by" date.**

**Any accidents or injuries sustained in this setting are documented in the form of accident sheets. This specifies the nature of the injury, and what medical attention (if any) was sought. Depending on the seriousness of the injury parents will be informed immediately and the action taken will be discussed with them at length by the management. Staff**

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members ensure they take time out to talk to parents at the end of the nursery day, to inform them of any incidents ie trips, falls, scratches etc and ensure any accidents are signed for and acknowledged.

In this setting it is our priority to ensure all children in our care are protected from illness and infection. To ensure we carry this out in the correct way we follow the guidelines set

out by the Health and Safety executive. This informs us of incubation periods and also guides us on how long a child with any particular illness requires exclusion from the setting (if any).

If a child becomes unwell in the setting, or is displaying a temperature of 38.0 or above, then the parents/carers of the child will be contacted.

We will only contact the parents to inform them of what plan we have in place to deal with the situation and will not expect them to pick their child up at this time. However, should their child start to vomit or have diarrhoea then they are to be collected from the setting and not to return until 48 hours of being free from the symptoms.

All parents/carers are expected to provide emergency contact numbers other than their own in case they are unavailable to collect their child themselves.

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### HOSPITAL PROCEDURE

If a child at the House of Rompa should require to go to hospital then the following procedure should be adhered to.

1. If a child in this nursery should sustain a serious injury whilst in our care, an ambulance will be called immediately. A member of staff will accompany the child taking with them all the child's relevant details, such as name, address, date of birth, name of doctor etc.

2. The manager must then phone the parent/carer of the child explaining what has happened and where the child is being taken. All this should be relayed to the parent/carer in a calm professional manner. So as not to panic or worry them.

3. All members of staff involved must write full reports of how and why the accident happened. The member of staff who witnessed the accident must write the accident report form. They must write exactly what happened with dates and times and not to elaborate anything. The management will then investigate as to why the accident occurred and whether or not it could have been prevented. The management will follow the guidelines set out by the Health and Safety Executive making sure that the correct rules were followed. The findings of this investigation will then be passed to the parents/carers.

4. Once the child is comfortable, the parents/carers will then be invited into the setting to speak to the manager. All the information gathered and reports will then be discussed with the parents/carers to ensure they feel happy with how the situation was dealt with.

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## SICKNESS AND MEDICATION POLICY

The nursery operates under strict guidelines set by the Health Protection Agency. Children must not attend Nursery when ill, in particular with sickness, diarrhoea, discharge from the eyes or ears, very high temperatures, unexplained or contagious rashes. Children requiring antibiotics must also be kept away from nursery for at least 24 hours.

If a child becomes unwell at nursery, vomits or develops diarrhoea, we will make every effort to contact the child's parents in order for the child to be collected immediately. If this is not possible, we will then call the first emergency contact number as provided which is listed on the child's registration form. In the meantime, the child will be cared for by a member of staff. If the child is thought to be contagious they will be kept away from other children. Please note, the child must refrain from nursery for a minimum of 48 hours after the last bout of sickness or diarrhoea to ensure there is no chance of cross contamination.

If a child becomes seriously ill whilst at nursery, we would always ring for an ambulance before contacting the parents. If the parents/carers or emergency contacts could not be contacted two members of staff would travel with the child - one in the ambulance - one following behind in a car.

Infestation from head lice and threadworms are very common in young children. If a child is affected we request that parents/carers speak to any member of staff regarding this in confidence, should it be noticed whilst at nursery we will request that the child is collected and treated before returning to nursery.

Prescribed medication can be administered to children whilst at nursery, but only if it has already been taken for 24 hours previously and if it is in its original packaging with the dispensing chemists' label showing the child's name, dosage and date dispensed. Calpol or Ibuprofen are the only un prescribed medications that will be administered, but in all cases only if a medication form has been correctly filled in by a parent or carer and signed. In extreme circumstances verbal permission may be obtained over the phone from a parent or carer to administer Calpol or Ibuprofen due to a high temperature or if in pain. Should there be no change and the temperature remains high after 30 - 40 minutes then the parent / carer will be contacted in order to collect the child immediately.

Asthma medication should always be kept at nursery, ensuring the inhaler is in date and with the dispensing chemists' label showing the child's name, dosage and date prescribed, the child's spacer should also be clearly labelled.

We will at all times ensure that parents/carers are informed of any confirmed illnesses within the nursery via a notice on the front door.

**HEALTH AND SAFETY GENERAL POLICY**

We at House of Rompa recognise our duties under the Health and Safety at Work Act 1974 and the accompanying protective legislation.

We will endeavour to meet the requirements of this legislation so as to ensure that we maintain a safe and healthy working environment.

Our managers and supervisory staff are informed of their responsibilities to ensure they take all reasonable precautions, to ensure the safety, health and welfare of those that are likely to be affected by our undertaking.

The House of Rompa recognises so far as is reasonably practicable the duty to ensure the following:

- To provide and maintain a safe place of work, safe systems of work, safe equipment and a healthy and safe working environment.
- To ensure that hazards are identified and regular assessments of risks are undertaken.
- To provide information, instruction and training as is necessary to ensure employees and others are assured of a safe and healthy working environment.
- Promoting the awareness of health and safety and encouraging health and safety best practice throughout our organisation.
- To ensure we are taking the appropriate protective and preventative measures.
- To ensure that we have access to competent advice and are able to secure compliance with our statutory duties.

In order that we can achieve our objectives, and ensure our employees recognise their duties under health and safety legislation whilst at work, we must ensure that we inform them of their duty to take reasonable care of themselves and others that may be affected by their activities. We ensure our employees are informed of their obligations to ensure they cooperate with management and adhere with all House of Rompa safety rules which are provided within the Employee Handbook.

Signature :

Date: .....

Position: .....

**HEALTH & SAFETY OFFICER**

The Health and Safety Officer ( HSO ) is:

Des Forrest - Based at House of Rompa 01625 548399

**Her role is to undertake / revise risk assessments within this location every 6 - 8 weeks or as necessary, keep all relevant paperwork up to date and to ensure the safety and well being of children, employees and members of the public that visit our nursery.**

**Please feel free to contact your HSO at any time regarding health and safety issues, filing in forms or reporting accidents or incidents.**

**A'dell Harper - Nursery owner / Director is to be advised of any accidents, incidents or repairs that have been reported within or in the grounds of the nursery.**

**It is also important that all staff make themselves aware of who the trained First Aid personnel are and where the First Aid boxes are to be found as well as the fire exits and where fire extinguisher's are located, in case of an emergency .**

**It is everyone's responsibility to ensure the first aid boxes are always kept stocked up. If you use it replace it or tell the HSO.**

**Health & Safety is everybody's responsibility, if in doubt report it!**

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### **RISK ASSESSMENT POLICY**

**At the House of Rompa it is our policy to ensure the utmost safety procedures are in place for all staff, children, students, parents and visitors to our setting.**

**This is done by the management carrying out risk assessments on all known risks identified in the setting, which could pose dangerous. The management have an obligation to minimise these risks and check them on a regular basis.**

**Staff have an obligation to inform the management of any possible hazards and they are also involved in ensuring the safety of the children at all times. This is done by staff rotas and risk assessment sheets placed in each room. It is the responsibility of staff in these rooms to ensure all the risk assessments and daily checks are carried out accordingly.**

**Risk assessments are necessary to assist in providing a safe secure environment for all the children in our care.**

**Copies of all risk assessments undertaken, will at all times be kept in a labelled file in the office to be referred to as needed.**

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### **EVACUATION POLICY**

At the House of Rompa we have a fire procedure and partake in regular fire drills to ensure the safety of all the children in our care.

All staff members are aware of the fire procedure and know the correct way to leave the building safely. Each room has a fire exit door, ensuring the children and staff clear the building quickly and also methodically. There is also a detailed evacuation procedure in each room next to the fire whistles.

Staff are required to take with them their daily register (which also contains all the emergency contact numbers) in order that all the children are accounted for.

The designated fire officer must check all the rooms on exiting the building and make sure there is no one left in the building and that all doors are closed behind them.

In the event of a fire the fire officer will contact the emergency services or send an allocated person to the main reception of the school.

House of Rompa  
Grounds of Wilmslow High School  
Holly Road (by pass entrance)  
Wilmslow, Cheshire  
SK9 1LN

Tel: 01625 548399

### **ANTI-BULLYING AND AGGRESSION POLICY**

The House of Rompa will not tolerate any form of bullying or aggression between the children in our care.

We will take any matter of bullying or aggression very seriously and deal with any such matter accordingly.

If any staff member is suspicious of a child being bullied or hurt purposefully in this setting then they must seek the advice of the nursery management. All suspicions must be documented with the date and time and then passed to the management, who will then put a monitoring system in place.

If the bullying or aggression should persist, then the management will speak to all parents involved, and hopefully rectify the situation.

However, should any child persistently hurt or ridicule a child in this setting without provocation and cause, then they shall be expelled from this setting.

### **PHOTOGRAPH POLICY**

**At the House of Rompa it is our responsibility to keep the children safe at all times. We provide all the children with interesting learning opportunities and frequently take photographic evidence of this.**

**We do however, ensure that any photographs taken by staff do not leave the setting, are published on the internet or photographs of any other children other than their own are displayed at any one time.**

**We incorporate photographs of children into the setting by putting them on displays and we have a digital photo frame which throughout the day is played showing the children involved in their various activities, whereby parents are free to observe.**

**On completing a contract for your child, these permission forms are available for signing. It is every parents/carers discretion whether they wish for their child to be photographed, and should they not give permission then there wishes will be respected.**

**From time to time depending on the activities, we may send the photographs to the local newspaper for publishing - at no time though will children's names or details be published.**

### **ABUSE TO STAFF POLICY**

**This policy outlines the relationships that each team member has with any staff or parents/carers. All staff members must respect each other and work as a complete unit.**

**This is to ensure the smooth running of the nursery and also to embrace a calm, relaxed atmosphere which is essential for all the children in our care.**

**Under no circumstances will any abusive or violent behaviour be tolerated from staff or parents/carers. If we feel a parent/carer is being abusive or violent then this behaviour will be challenged and dealt with in an appropriate manner. The parent/carer will be asked to leave the setting and should the parent/carer refuse then the police will be called.**

**This policy also applies to members of staff being abusive or violent to one another. Any staff member found to be being abusive or violent toward one another will immediately face disciplinary action. Any abusive incident will be dealt with by the management, and all abusive or violent incidents will be documented accordingly.**

### **ALCOHOL/OTHER SUBSTANCES POLICY**

It is our policy in this setting that any staff member found to be under the influence of alcohol or any other substance which may affect their ability to care for children, will be asked to leave the setting immediately and not to return until the manager/owner has spoken to the staff member in a private meeting.

It is paramount that all the children in our care are cared for to the best of our ability. Therefore if any staff members have concerns of any parent/carer being under the influence of alcohol or any other substance, then they must inform the management immediately and it will then be decided by them if the child will be permitted to leave the setting.

The local Safeguarding unit must be informed immediately of any concerns and the advice and guidance given by them should be adhered to.

### **SMOKING POLICY**

We at the House of Rompa operate an absolute no smoking policy.

Staff members are expected not to smoke during their contracted hours of work. Staff will not be permitted to have a cigarette before entering the building in the morning, as smelling of smoke when seeing children into the setting is not acceptable.

This is not seen as good practise and will not be tolerated.

Any staff member found to be smoking during their contracted hours or smelling of smoke when entering the building will be reprimanded.

### **WORKING IN PARTNERSHIP WITH PARENTS POLICY**

At the House of Rompa we actively promote working with parents/carers and involve them with the daily routine and the general wellbeing of their children.

Parents are informed on a daily basis of their child's day and the activities they have partaken in. We do this in the form of daily diaries for the babies, tots and for the pre-school children. This is recorded throughout the nursery day and also relayed verbally at the end of the day. We pride ourselves on taking time to talk to parents and ensuring they are up to date with their child's development.

**We actively encourage parents to discuss any issues they may have regarding their child's care and make sure we make time for this.**

**Parents and carers are encouraged at the end of each day to come inside the setting and look at any work or displays their child has taken part in. This is a great confidence booster for the children who are rightfully so, very proud of their work!!**

**We also send out monthly individual plans and assessments highlighting their child's progress in the 7 main areas of learning and how we will continue to expand on that learning with their support. Regular newsletters and questionnaires are also sent to parents informing them of upcoming day trips and visitors to the setting and asking for their views, comments and feedback on the nursery, its staff and the care their child receives.**

**We also have parent/carers evenings whereby we have an open house for all parents/carers and their families to meet other parents and they can all discuss any issues they may have. This also gives the parents the opportunity to view all their child's work.**

**Staff members all attend parents evenings and are on hand to explain and answer questions on the EYFS (Early Years Foundation Stage) which is the curriculum all children aged birth to 5 years have to follow.**

**However, staff and the management are at hand at all times should parents/carers wish to discuss any aspect of their child's day.**

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### **ALLERGY POLICY**

**All parents/carers are required to submit information regarding any known allergies or health issues on their contract.**

**It is the parents/carers responsibility to inform the nursery of any changes to their child's health requirements.**

**It is the responsibility of the manager and deputy to liaise and make sure that all staff members are fully aware of any child who has an allergy, and also what treatment the child may require (if any).**

**It is the job of the person in charge of cooking the food that they are aware of any children with food intolerance and they should plan for this when preparing any meal.**

**A list of dietary requirements will be made available to all staff and placed in all rooms including the kitchen, to ensure all staff are fully aware and can deal with any situation that may arise. This list will be updated as necessary and re circulated.**

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### KITCHEN POLICY

At the House of Rompa it is our policy to provide children with a healthy and safe environment.

No children are permitted in the kitchen at any time (unless supervised by a staff member). This is an unsafe environment for children and proposes high risks to their safety if left attended.

We do on a regular basis undertake baking activities which at times require children in the kitchen for learning experiences, however, it is the responsibility of the staff member in charge of that activity to ensure all safety measures are in place beforehand.

It is the responsibility of staff to ensure that no knives, scissors or pans on the stove are left unattended at any time.

A fire extinguisher is located in the main entrance to the nursery and another one is located in the kitchen, these are maintained and checked on a regular basis.

The control measures for checking all electrical equipment are taken care of by an NICIEC approved electrician and electrical equipment is PAT tested every 12 months.

All fire equipment is also tested every 12 months and records kept.

### FOOD AND DRINK POLICY

At the House of Rompa we aim to provide a healthy balanced diet for all the children in our care. We actively promote healthy eating and drinking and aim to involve all the children in the preparation of food and snacks.

Staff work with children, encouraging and promoting the importance of healthy eating. They do this by providing learning experiences, such as role play shops, and supermarkets, reading books on healthy eating and assisting the children in the preparation of their own snack.

Fresh drinking water is available at all times throughout the setting and the children can access this at any time.

All menus in the setting are subject to regular checks to maintain good health. We use fresh fruit and vegetables and cook food from fresh ingredients, ensuring the children have an input in the preparation of food. This teaches the children good eating habits, and also gives them opportunities to feel textures, learn colours and experience life skills through preparing and cooking their own food.



### NAPPY CHANGING POLICY

At the House of Rompa it is our policy that the correct procedures are set in place with regard to nappy changing.

It is vital that good hygiene practises are put in place as this is an area for cross-contamination.

Staff must ensure they wear protective aprons and gloves when changing a nappy. They must make sure they dispose of gloves between nappy changes and if necessary change their apron.

Staff must make sure they wipe the changing mat between changing nappies with Antibacterial spray, and also to dispose of any soiled nappies appropriately.

Any soiled nappies are to be put in a nappy sack and disposed of in the nappy bins provided.

Staff must make sure they wash their hands and dispose of their gloves and aprons in the appropriate way.

### DUMMY PROCEDURE

1. Dettox area, wash hands and put on an apron.
2. Make up the sterilising solution in a jug, according to instructions.
3. Place each child's dummy into a clean pot, filling to the top with diluted solution. Ensure the pot is named clearly.
4. All dummy pots are to be stored together.
5. Ensure area is dettoxed after preparing pots.
6. Remove apron and wash hands.
7. When a child's dummy is required for sleeping remove it from the pot, empty the solution down the sink, and place pot for washing up.
8. Rinse the dummy thoroughly using cooled boiled water for children under 1 year old and tap water for older children. Ensure all sterilising solution has been rinsed off.
9. When finished with the dummy, repeat steps 1 to 6.
10. If dummies are to remain at nursery, ensure they are labelled and stored safely.

### BOTTLE PROCEDURE

1. Wash hands thoroughly.
2. Put on apron.
3. Fill kettle & boil.

4. Remove bottles from sterilising unit.
5. Pour correct amount of boiled water into the bottle.
6. Measure and add correct number of scoops of powder to bottle. Ensure all scoops are levelled off with the spatula. The powder must not be packed down in the scoop.
7. Replace lid and screw top of bottle.
8. Shake gently until powder and water are mixed together.
9. Once cooled refrigerate bottles until needed.
10. Bottle should be at the correct temperature for the baby as per parental instructions.
11. Check temperature of bottle by allowing a few drops of milk to fall on your wrist. It should feel pleasantly warm.
12. If bottle is cold it can be warmed up by standing it in a bowl of hot water. If too hot then cool it in a bowl of cold water.

**NOTE - UNDER NO CIRCUMSTANCES MUST PART USED BOTTLES BE SAVED & USED FOR SUBSEQUENT FEEDS.**

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### **BOTTLE CLEANING**

1. Pour away any remaining milk.
2. Rinse bottle and teat outside and inside under cold tap.
3. Wash all utensils in hot detergent solution using a bottlebrush for the bottle.
4. Clean teat by turning inside out.
5. Rinse all utensils again in cold water.
6. Place in sterilising solution.

**Please ensure no metallic utensils are placed in the sterilising solution!**

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### **TOILET TRAINING**

Children will be given every assistance in toilet training working together with Parents/carers. The Nursery will provide potties for children who require them.

Children will be encouraged to visit the toilet and to wash their hands, we will explain why it is important to do this and also why it must also be done after outdoor play and before any meal or snack.

We feel we must point out that in early days at Nursery and Pre-School quite intimate tasks need to be carried out by staff i.e. help in pulling pants up and down, wiping bottoms, changing soiled or damp clothes, changing nappies, pull ups etc. Any parent who feels unhappy about staff carrying out these tasks should discuss this with the Nursery Manager.

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All staff should wear disposable gloves when changing soiled clothing. Please note only staff that have had an enhanced CRB (Criminal Records Bureau) check will change nappies / accompany children to the toilet.

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**OUTINGS POLICY**  
**(Part 1)**

All outings within this setting are to be vetted prior to any visit, and then reassessed on any further planned trips. This will be done by the setting management and a risk assessment carried out.

The management will look at all health and safety aspects, suitability of age range and the staffing ratios required.

All staff ratios are to remain the same outside the building as they do inside. Any child under the age of 1 year will not be attending an outing, due to health and safety regulations and requiring 1-1 care. (This will also depend on the suitability of the venue and the age appropriateness.)

All staff members are to be fully briefed prior to any outing, so they are clear on what their role will be. This is also necessary to discuss the risk assessment carried out and to make all staff aware of any possible hazards.

Children will not be permitted to leave the setting unless parental permission has been sought. This is vital to ensure all the children in our care are kept safe.

A plan will be put in place taking into account each staff members role on the outing. Only fully qualified staff members will be able to lead an outing, however should students or work experience wish to attend then they will merely be extras and will not count within the staff to child ratios.

The lead staff member appointed to the outing will be in charge of the registers for each room (dependant on how many rooms are attending the visit), emergency details of all parents/carers, first aid kit and the accident book. They will also have possession of a mobile phone with the setting and the managers mobile phone number on in case of an emergency.

If a staff member or child requires any kind of medical/emergency treatment then the outing will be cancelled and all staff and children will return back to the nursery.

**OUTINGS POLICY**  
**(Part 2)**

We at the House of Rompa are very fortunate to have the use of a minibus which is provided by Wilmslow High School, including a driver who is fully insured, CRB checked and has many years experience driving.

The minibus is fully equipped with seat belts and we ask parents to provide their own car/booster seats when attending any trip.

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**SUNSMART SUN PROTECTION**  
**(Part 1)**

At the House of Rompa it is imperative that the children are protected to the best of our ability from the effects of harmful sun rays. For this reason we have also put together our own Sunsmart Sun Protection policy with the help of Cancer Research UK.

During the summer months it is our policy that all parents provide the appropriate sun protection. This is in the form of a sun hat, and sun cream. Any child who has not had these supplied will not be permitted to go outside. This is to protect the children from the possibilities of sun stroke, skin cancer and other sun related illnesses.

Before any child is to go outside, staff are to liberally apply their sun cream taking care around the face and eyes. Staff are to ensure the children have shaded areas in the garden and come in and out of the nursery regularly to avoid heat exhaustion.

**SUNSMART SUN PROTECTION POLICY**  
**(Part 2)**

At the House of Rompa, we want all children and staff to enjoy the sun safely. We feel that by developing a SunSmart policy we are taking an important step towards encouraging good health now and in the future.

SunSmart is the national skin cancer prevention campaign run by Cancer Research UK.

The 5 key SunSmart skin cancer prevention messages are:

Stay in the shade 11~3.  
Make sure you never burn.  
Always cover up, wear a t.shirt, hat and wraparound sunglasses.

Remember children burn more easily.  
Then use factor 15+ sunscreen.

We hope that by working with parents and staff we will achieve our goals through:

## **EDUCATION :**

- 1. Children will have SunSmart story time during the hot summer months and be shown colourful pictures of suitable clothing, accessories and toys that make the summer fun.**
- 2. Children will be encouraged to draw or paint pictures to re-enforce the sun protection message.**
- 3. Parents and Guardians will be sent a letter home, explaining what we are doing about sun protection and how they can help as the hot weather approaches.**

## **PROTECTION :**

- 1. We are very fortunate to have a very large and beautiful tree in our play area which give us some very good shade and protection from the sun's rays. We will also purchase a pop up gazebo to provide instant / more permanent shade when using the sand pit and water tray.**

## **TIMETABLING :**

- 1. Children will spend more time playing outside before 11am and after 3pm and less time outside over lunchtime.**

## **CLOTHING :**

- 1. We will actively encourage all children to wear a hat whilst playing outside .**
- 2. We have got a supply of nursery hats to lend to children who have forgotten theirs.**
- 3. We also have spare nursery clothes in case a child gets wet whilst playing with the water tray.**

## **SUNSCREEN :**

- 1. We will send letters home, this will form part of the induction process when you join, asking for permission for staff to apply sunscreen before playing out, during hot, sunny days.**
- 2. Children will need to bring in their own clearly labelled bottle of factor 15+ sunscreen and a suitable cap / sunhat.**
- 3. We are sorry, but we will not have a stock of nursery sunscreen. Your child will therefore not be protected from the sun's rays and may burn as a consequence - this is your responsibility.**

**This policy has been developed with the help and advice of staff and local health officials in September 2012 and will be updated accordingly.**

### WORK EXPERIENCE AND COLLEGE PLACEMENT POLICY

At the House of Rompa we accept work experience and college placements and welcome them.

When taking on a new student or work experience placement, the following points should be taken into account.

- The management is to complete an induction checklist and carry out a risk assessment on all students. This also includes going through all health and safety procedures, all nursery policies and procedures and also the fire evacuation procedure.
- The student is required to have an interview with the management to assess their suitability and to discuss the dress code.
- The student has to have an interest in working with children.

Staff members are to be made aware, that under no circumstances will a work experience or college placement student be left in sole charge of any children in our care. They must be supervised at all times.

If out on a trip a work experience student may not be counted as a member of staff and will merely be an addition to the trip. A work experience student will therefore not have any responsibility of caring for a child when out of the building. This has been put in place to protect them and all the children in our care. It is the sole responsibility of a qualified staff member to undertake this role.

Work experience or college students will not be allowed to change, feed, put for a sleep or toilet any of the children in this setting. It will however be acceptable to do so if it is a part of their college work, however, this must be supervised by a fully qualified member of staff.

### BABYSITTING POLICY

Staff are allowed to baby-sit for parents whose children attend the nursery.

Please understand, however, that the nursery accepts no responsibility for nursery staff undertaking babysitting duties.

Arrangements must be made outside of nursery hours.

Parents should also be discouraged from phoning the nursery to arrange for babysitters.

Staff must stress to parents that this is a private arrangement and it is not endorsed by the Nursery.

### MOBILE PHONE POLICY

In line with safeguarding and promoting children's welfare all staff, parents, carers and visitors to the nursery must follow the use of mobile phones as listed below.

All staff, parents, carers and visitors must switch off their mobile phones on entering the nursery .

All staff mobile phones must be left in the staff room or office, switched off in a bag - not on visible display.

All staff must refrain from using their mobile phones during working hours.

All parents, carers, visitors to the nursery must also refrain from using or having their mobiles on show.

**Anyone failing to comply with this Policy and Procedure will face instant dismissal.**

### SOCIAL NETWORKING POLICY & PROCEDURE

The Policy and Procedure relating to Confidentiality also relates to the use of Social Networking.

It is important to consider the language you use when discussing the happenings of your day at the nursery.

You must not mention any child, parent, carer, work colleague or management by name nor use any images whether photographic or video or divulge any information that may be misconstrued or can identify the child, parent, carer, work colleague or management.

You must also apply this rule to any situation outside of the nursery, e.g. baby sitting, which implicates a child, parent, carer, work colleague or management.

We are committed to the safeguarding of children in our care. Failure to comply with any of the above points will result in disciplinary action being taken.

We request that parents and carers respect and adhere to our policy & procedure.

### CARED FOR CHILDREN POLICY

Be pro-active in assisting families to ascertain in any outside help they may require i.e. social services, health professional and other agencies.

To assess the needs of the child (working on the criteria of the the impact of early experiences) and respond accordingly; whether this be dealing with attachment issues, concentration, security etc.

To brief and consult with staff members in regard any action required to assist in areas that may be challenging or problematic for the child or staff and to ascertain which external bodies may be appropriate to involve/consult

To identify, through inter-action and observation, progress In any given situation / need and respond to any changing requirements,

Ensure that the nominated officer attends meetings and keeps up to date with EYFS requirements and changing legislation.

### COMPLAINTS PROCEDURE

At the House of Rompa it is our policy to care for all the children to the best of our abilities. We do however appreciate that from time to time there may be reasons for a complaint to be made.

If any parent/carer should have a complaint regarding the care their child receives then they should arrange a meeting with the management. They will then document the complaint and invite all staff members to a meeting documenting any facts they may have regarding the complaint. The management will then invite parents/carers back into the setting to discuss further the outcome of the investigation, ensuring the parent/carer is happy how the situation has been dealt with. If we fail to reach a resolution then the parent will be advised to take the matter further with OFSTED the address of which is as follows.

OFSTED  
PICCADILLY GATE  
STORE ST  
MANCHESTER  
M1 2WD  
TEL NO: 0300 123 1231

The House of Rompa registration number is: EY305119

We will endeavour to try and rectify any problems parents/carers may have regarding their children, and will support their decision to seek the advice from OFSTED.



## INTIMATE CARE POLICY & PROCEDURE

This policy represents the agreed principles for intimate care throughout the nursery.

### Introduction

The purpose of this policy is:

- To safeguard the rights and promote the best interests of the children
- To ensure children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one
- To safeguard adults required to operate in sensitive situations
- To raise awareness and provide a clear procedure for intimate care
- To inform parents/carers in how intimate care is administered
- To ensure parents/carers are consulted in the intimate of care of their children

### Principles:

It is essential that every child is treated as an individual and that care is given as gently and as sensitively as possible. As far as possible, the child should be allowed to exercise choice and should be encouraged to have a positive image of his/her own body. It is important for staff to bear in mind how they would feel in the child's position. Given the right approach, intimate care can provide opportunities to teach children about the value of their own bodies, to develop their safety skills and to enhance their self esteem. Parents and staff should be aware that matters concerning intimate care will be dealt with confidentially and sensitively and that the child's right to privacy and dignity is maintained at all times.

### Definition:

Intimate care is one of the following:

- Supporting a child with dressing/undressing
- Providing comfort or support for a distressed child
- Assisting a child requiring medical care, who is not able to carry this out unaided
- Cleaning a child who has soiled him/herself, has vomited or feels unwell

### Supporting dressing/undressing:

Sometimes it will be necessary for staff to aid a child in getting dressed or undressed whilst at the Nursery. Staff will always encourage children to attempt undressing and dressing unaided.

### Providing comfort or support:

Children may seek physical comfort from staff. Where children require physical support, staff need to be aware that physical contact must be kept to a minimum and be child initiated. When comforting a child or giving reassurance, staff must

provide care which is suitable to the age, gender and situation of the child. If a child touches a member of staff in a way that makes him/her feel uncomfortable this can be

gently but firmly discouraged in a way which communicates that the touch, rather than the child, is unacceptable.

#### **Medical procedure:**

If it is necessary for a child to receive medicine during the day parents must fill out a medication form and discuss their child's needs with a member of staff before the nursery agrees to administer medicines or medical care.

Any member of staff giving medicine to a child should check:

- The child's name
- Written instructions provided by parents or doctor
- Prescribed dose
- Expiry date

#### **Soiling:**

Intimate care for soiling should take place in one of the allocated areas of the child's room or the main bathroom for the pre - school children. When touching a child, staff should always be aware of the possibility of invading a child's privacy and will always respect the child's wishes and feelings.

If a child needs to be cleaned, staff will make sure that:

- Protective gloves and a plastic apron are worn
- The procedure is discussed in a friendly and reassuring way with the child throughout the process
- The child is encouraged to care for him/herself as far as possible
- Physical contact is kept to the minimum possible to carry out the necessary cleaning.
- Privacy is given appropriate to the child's age and the situation
- All spills of vomit, blood or excrement are wiped up and disposed of safely
- Any soiling that can be, is flushed down the toilet
- Soiled clothing is put in a nappy sack, unwashed, and sent home with the child
- If underwear is too soiled, it is disposed off and the parents advised accordingly
- If it is necessary to apply cream, ensure it is the child's own and care is taken - this must then be marked on the child's daily diary to ensure parent's are aware.

#### **Hygiene:**

All staff must be familiar with normal precautions for avoiding infection, must follow basic hygiene procedures and have access to protective, disposable gloves and plastic aprons

## **Protection for staff:**

**Members of staff need to have regard to the danger of allegations being made against them and take precautions to avoid this risk. These should include:**

**Gaining a verbal agreement from another member of staff that the action being taken is necessary**

**Allow the child, wherever possible, to express a preference to choose his/her carer and encourage them to say if they find a carer to be unacceptable**

**Allow the child a choice in the sequence of care**

**Be aware of and responsive to the child's reactions**

## **Safeguards for children:**

**There is an obligation on local authorities to ensure that staff who have substantial, unsupervised access to children undergo police checks. All staff at House of Rompa have an Enhanced CRB (Criminal Records Bureau) check on application and cannot undertake tasks within the nursery until all checks are completed satisfactorily.**

**The CRB's aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. Personal and professional references are also required and unsuitable candidates will not be permitted to work within the nursery.**

**All staff working with children are closely supervised throughout a 3 month probationary period and will only be allowed unsupervised access to children once this has been completed to our satisfaction.**

**We do not feel it is appropriate for volunteers or any students to carry out intimate care procedures.**

## **WHISTLE BLOWING POLICY**

**The word 'Whistle blowing' in this policy refers to the disclosure internally or externally by employees of malpractice as well as illegal acts or omissions at work.**

**It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the group nor should it be used to reconsider any matters that have already been addressed under harassment, complaint disciplinary or other procedures.**

Once the 'whistle blowing' procedures are in place, it is reasonable to expect staff to use them rather than air their complaints outside the group. However, it should also be highlighted that whistle blowing is not intended to replace normal grievance procedures.

The House of Rompa is committed to the highest standards of openness, integrity and accountability. An important aspect of accountability and transparency is a mechanism to enable staff and other members of the group to voice concerns in a responsible and effective manner.

It is a fundamental term of every contract of employment that an employee will faithfully serve their employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information that they believe shows serious malpractice or wrongdoing within the nursery then this information should be disclosed internally with out fear of reprisal.

The Public Interest Disclosure Act, which came into force on 2nd July 1998, gives legal protection to employees against being dismissed or penalized by their employers as a result of publicly disclosing certain serious concerns.

**Ofsted Whistle Blower Hotline: 0300 123 3155**

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### House of Rompa

### Supervision Policy

#### **Aim of this policy**

This policy will provide a framework for the one to one supervision of all staff working for the House of Rompa. This includes all staff whether permanent, full time or part time as well as students or trainees.

This policy sets out how staff can expect to be supervised and provides the manager with the key elements needed to supervise staff effectively.

#### **The aims of supervision are**

- To ensure our ongoing commitment to safeguarding
- To ensure staff know what is expected of them
- To ensure staff carry out their duties effectively and efficiently
- To ensure good practice and to challenge and manage poor practice
- To ensure that health and well-being at work issues are addressed
- To assist in the continuous professional development (CPD) of staff
- To ensure that staff operate in an anti-discriminatory way,

## **Definition of supervision**

**Supervision is a regular one to one meeting between the manager and employee in order to meet organisational, professional and personal objectives. Supervision forms a key part of individual performance management. It underpins the Induction programme (for newly appointed employees) and is the foundation on which appraisal is built**

### **Formal and Informal or 'ad hoc' supervision**

**'Formal' supervision will be recognised by regular, planned, private, one to one meetings, on an on going basis between a member of staff and the same manager.**

**Even when staff work closely together, it does not eliminate the need for private one to one time together on a regular basis. The focus of these sessions is wholly on the individual, their performance, their development, and any issues arising from their work that do not arise on a day-to-day basis.**

**It is normal to expect that there may be discussions and decisions about daily work issues, problems arising, or changes in policies and procedures that emerge in group meetings, and unplanned or 'ad-hoc' discussions.**

**However, when decisions have been made in between formal supervision sessions, the employee must make sure that any decisions made are clearly recorded.**

### **Frequency of meetings**

**The frequency of formal supervision will be agreed between the employee and the manager, preferably every 6 - 8 weeks, for between an hour to an hour and a half. It will also occur informally when and as needed.**

**Any permanent deviation from the recommended frequency should be agreed and recorded giving an explanation for the change in circumstances.**

### **Roles and responsibilities of the Manager & Owner**

- The manager / owner must ensure that formal supervision takes place for all staff for whom they have managerial responsibility.**
- Supervision must be conducted in accordance with this policy and guidance.**
- The manager must undertake to address the four functions of supervision: accountability, development, support and mediation. When decisions are made in supervision in relation to specific employees, the manager must ensure these decisions are recorded and filed in their own individual files.**
- The manager will keep a record of all supervision sessions.**
- It is the responsibility of employees to attend supervision sessions with their manager. They should use these sessions positively to discuss their work and development, and to implement agreed actions. It is the employee's responsibility to prepare prior to each supervision session, and bring a list of issues for the agenda in order for a two-way discussion to take place.**

## **Recording**

**The recording of supervision sessions is the responsibility of the manager. The detail included is a matter of judgementt in general the record should be detailed enough so that the issue can be revisited, if necessary, at a later date and still be understood. A short summary of the discussion and the decisions or action points arising from it should be sufficient in most cases.**

**Records should clearly detail any decisions that have been made, the reasons for these, any agreed actions including who will take responsibility and the timescale for carrying out these actions. The records should be signed and dated by both parties. If there is disagreement as to the content of the record this should be recorded by the manager.**

## **Storage and retention**

**A specific supervision file will be maintained by the manager so that the record can be reviewed at appropriate times .**

**Records of supervision will be seen as transferable and will follow the member of staff in the event of transfer within the setting.**

## **Confidentiality and Access**

**Supervision is a private but not a confidential process. This means that the records are the property of the nursery, not the individual. From time to time the manager will need to**

**discuss the content of supervision sessions with others, e.g. the nursery owner, Early Years Team,**

**this will always be with the knowledge of the employee. Access to supervision records will be controlled and all records will be locked away in the office.**

**The manager must:**

- Plan a joint agenda before the meeting.**
- Encourage honest & open discussion of issues.**
- Hold regular sessions at agreed dates & times.**
- Ensure the sessions are uninterrupted and comfortable.**
- Praise work well done.**
- Listen, summarise, be constructive and offer balanced feedback, support staff and build on existing skills and knowledge.**
- Set clear targets with actions,**
- Be specific with any comments - anticipate any problems or issues before they get too serious.**
- Record any disagreements**
- Help staff to reflect on their practice, e.g. what worked, didn't work, why, and lessons for the future.**

**The employee must:**

- **Plan a joint agenda (e.g. review previous supervision notes before meeting and make a note of issues you wish to raise)**
- **Openly discuss real issues .**
- **Attend regular sessions at agreed dates and times and be on time.**
- **Raise problems and issues before they get serious.**
- **Keep up to date with related reading around legislative changes, policy and procedures**
- **Use supervision to reflect on their understanding and application of knowledge, theory and their skills, and how this has an impact on every day outcomes .**

**Common Barriers to the delivery of effective supervision**

- **'Dumping' - saving up criticisms and discussing them all at once**
- **Unplanned, rushed agenda, and unfocussed sessions**
- **Inadequate preparation by manager or employee**
- **Unclear or unrealistic goals for staff members**
- **Telling rather than listening**
- **Failure to offer constructive commentary on performance**
- **Misuse of power, e.g. bullying, harassment, victimisation**
- **Allowing interruptions**
- **Running out of time**
- **Poor recording of supervision**
- **Emotional issues unaddressed**

**Remember Supervision benefits everyone!  
September 2012**

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**HOUSE OF ROMPA**

**PROFESSIONAL CODE OF PRACTICE  
(Part 1)**

**We at the House of Rompa believe that the following principles contribute to high standards :**

- 1. We are respectful towards families values, beliefs, culture and ethnicity. We communicate with each family as unique and individual. We do not have 'favourite' children or families.**
- 2. We are able to contain our own emotions about our work with families. If this is proving difficult, we will discuss this with our manager.**
- 3. We are able to adopt a uniform approach to our work. We see it as our role to establish the ground-rules with families and to make sure they are kept to.**
- 4. We are able to keep professional boundaries in place with children and families. We are consistent and reliable. We inform families of any changes that may occur.**

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5. We are able to set realistic goals with the families and to work along side them in achieving them.
6. We are aware of ourselves as positive role models for children and their families
7. We are open, honest, transparent and non-judgemental in our work with children and their families.
8. We are clear in our responsibility to work within our established policies and procedures
9. We are careful to consider how much personal information is disclosed to families. We do not offload our own problems or impose our own views and opinions
10. We are mindful not to allow children or their families to become dependent on us or to come in between a child and their parent
11. We are able to challenge families confidently, particularly in relation to any safeguarding concerns

**PROFESSIONAL CODE OF PRACTICE**  
(Part 2)

In working as a part of a team, including as part of a Team around a Child, with other professionals we are :

1. Aware of our responsibilities to share information as appropriate with other Professionals, but do not breach confidentiality
2. Mindful not to put ourselves in vulnerable situations, i.e. the Family Support Worker and family against the wider professional team
3. Able to request help or assistance from colleagues when they believe that a family is getting too familiar or over-involved with them
4. Aware of their responsibility to challenge poor professional practice or unboundaried practice in others
5. Supportive to each other in noticing if our own personal problems are getting in
6. Mindful of not taking on the professional responsibilities of other professionals
7. Clear in their responsibilities to keep the work with children and families specific, focused, measurable and 'in step' with other professionals
8. Respectful in making challenges to other professionals, including within the team, in an appropriate and professional way

In working to guidance, supervision and management, we are :

1. Mutually respectful with managers, including in their different understandings and approaches to things. I.e. confident to challenge and be challenged
2. Prepared for supervision and appreciative of the opportunity to reflect on our work with children and their families, including re-directing work if it is going off
3. course
4. Able to maintain clear boundaries, including the right to confidentiality and
5. privacy.
6. Able to use the supervision process in an open and honest way and to reflect on professional development
7. Able to explore both positive aspects of work and those areas that have not been successful, accept positive criticism and learn from it, without taking it
8. personally



**PROFESSIONAL CODE OF PRACTICE**  
**(Part 3)**

**Able to use supervision to accept support and guidance, to assist in keeping their work on track and their emotions in check**

**In presenting ourselves for work, our physical appearance, behaviour and attitudes are :**

- 1. Sensitive to the family's circumstances i.e. we think about their impact our presentation may have on families (dress, jewelry, excessive make-up etc.)**
- 2. Open, we actively listen and are respectful of what others have to say, we challenge in a confident and assertive way, as appropriate**
- 3. Professionally appropriate, we do not flirt, use inappropriate language or enter into over-familiar relationships**
- 4. Careful to ensure our records are a factual representation of what was observed, said and done**
- 5. Mindful in containing our personal problems outside of work, ensuring that this does not 'spill over' into work with families**
- 6. Respectful of difference in values, beliefs and opinions and responsible in identifying personal stereo-types and prejudices.**

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**SETTLING IN POLICY**  
**(Part 1)**

**Policy for Settling Children**

**(already attending the nursery)**

**The following procedure must take place when children are ready to move to the next room:**

**Visits will be arranged two/three weeks prior to the children moving if we feel that any child needs a longer or shorter settling period this will be discussed with management and a different timescale set.**

**Visits allow children to familiarise themselves with the room and staff, some children struggle with change and no child is the same, some may adapt quickly others may feel unsettled. Staff must be patient during this time, encourage them to explore their new surroundings and comfort them when needed.**

**Management will discuss with staff which children are to begin visits, under no circumstances should staff decide who is moving, you may of course come and discuss children's development with management.**

**A letter will be sent to the parents explaining about the nurseries settling procedure and a date set for when they will move.**

All staff must inform the new room staff about any dietary requirements, developments, concerns and pass over the children's file, which will be completed for the time they have spent in the previous room.

Children are to have a visit each time they attend nursery. The length of the visit will differ from child to child and this can be discussed professionally between senior room staff. If a decision cannot be met then management will intervene and take control of visit times.

### **SETTLING IN POLICY** **(Part 2)**

It is important to establish, from the beginning, the needs and requirements of the parent/guardian and child. This is achieved, in the first instance, with the completion of the 'settling-in' booklet. The parent/guardian and carer are able to clearly identify how to approach the settling-in sessions in order to aid in the transition into nursery care. The areas that are covered in the settling in booklet are:

1. Dietary requirements
2. Allergies
3. Medical History
4. Family dynamics
5. English as an additional language

The time and length of the settling-in sessions are dependant on the building of trust and confidence between the parent/guardian and carer whilst introducing the child to the carer and environment. In order to achieve this we use the following guidelines:

1. The first session will last for approximately one hour. The parent/guardian will spend time discussing the child's needs after which they will leave the child with the carer,
2. The second session will be for approximately two hours and include the child's feeding time.
3. The third session would be for approximately three hours and arranged to fit in with the parent/guardian work schedule. This will allow the parent to recognise any 'teething problems' that need to be addressed. For example leaving the carer to breakfast the child.

The number and length of the settling-in sessions varies dependant on the parent/guardian and child and, in discussion with both parties, will be arranged accordingly.

## NOTES