

Whickham Cottage Nursery Information Pack



As Nursery Manager, I would like to take this opportunity to thank you for your interest in Whickham Cottage Nursery, and introduce myself, Hayley Steel.

As a fully qualified Nursery Nurse I have been with the Whickham Cottage Nursery Group since 1991.

Here at Whickham Cottage Nursery we are committed to provide a safe, happy and homely environment in which we seek to encourage your child's development and individual needs.

As requested I have enclosed our information pack, which I feel will assist you with the important decision you are about to make regarding your child care needs.

If you have any enquiries or would like to make an appointment to view nursery, please do not hesitate to contact me.

Aims of the group

Our nursery caters for children aged from 6 weeks up to 5 yrs and therefore the aims and objectives of each group may differ. However our ultimate aim is to provide the fullest and most comprehensive service to the children and families in our care. With this in mind our framework of aims and objectives include;

- To provide a caring, secure and stimulating environment.
- To provide an atmosphere in which the children can develop their individual skills, through play and other pre school orientated activities.
- To help the children to develop and use language effectively and imaginatively.
- To provide every age group with effective learning situations which will promote number, language, pre reading and writing, and scientific skills.
- To encourage and develop links between nursery and families to benefit all parties concerned.
- To help each child to view the world around them with confidence and independence.
- To provide adequate staff supervision within nursery.

Nursery Groups

The nursery is divided into 6 groups which are as follows.

Group	Age Range	Staff Ratio
Acorn	6weeks – 12mths	1:3
Fern	12 - 18mths	1:3
Cedar	18 - 24mths	1:3
Willow	2yrs - 3yrs	1:4
Chestnut	3 - 4yrs	1:8
Oak	4+yrs	1:8

These age groups are flexible and individual needs/development are taken into account. Staff are usually based in a group for a year.

Whickham Cottage Nursery

Nursery caters for children aged 6 weeks up to 5 years and is open for 52 weeks of the academic year, (This runs from September – August) Monday to Friday, 7.30am – 6pm.

Sessions are subject to availability, priority to full time attendance with a minimum requirement being 2 sessions.

Places cannot be allocated without a registration form being completed and returned to the administration office. If a place is available a £50 retainer can be paid to guarantee it; this will be deducted from the first month's fees.

As a settling in period, three introductory sessions consisting of two, two hour sessions then a three hour one are allowed, free of charge to enable new children to be gently integrated into the group they are joining, and are usually arranged a couple of weeks prior to starting.

We ask that parents also use their child's introductory session to liaise with the Manager/ /Deputy Manager regarding your completed annual leave sheet which MUST be returned by this stage in order for your fees to be calculated.

No child will be able to commence without payment of the first month's fees and completion of the monthly standing order form.



Nursery Fees

Fees are due and payable on or before the 1st day of every month. If, by the 12th of the month fees remain unpaid, then this may result in your child's place being offered to another child on the waiting list. One months notice is required for a child leaving Nursery, or one month fees in lieu of such notice.

A discount of 10% is offered for a second child and a further 5% for a third child. Fees paid a year in advance are also given a 10% discount. This is calculated from September to August. Children commencing after September will qualify for a discount on a 1% sliding scale. This does not affect the standing order.

Due to the ever increasing number of children attending nursery we ask that all parents adhere to the standing order system for payment of fees. Thus safeguarding the children and staff from any problems arising from cash being on the premises.

We accept many voucher schemes from employers and account numbers are available on request. Please do not hesitate to ask if you require any information regarding this.

Extra Sessions

Any parent requiring extra sessions in addition to their normal attendance must complete an extra session request form. The Manager / Deputy Manager will establish if a place is available and parents will be informed.

Parents will be invoiced accordingly for all extra sessions.



Acorn Group

Our babies have a very stimulating day with activities ranging from very messy play to quiet cuddles. Messy activities can consist of water play, gloup (corn flour & water) and paint.

Our babies are encouraged to lie on their backs, fronts with rolling, crawling and sitting skills. We have soft mats in the playroom to help with this. In the baby room we have a play garden, activity gym, musical toys, rattles and various other hand held equipment.

We have a baby menu for those children that have progressed to solid food and exclude foods unsuitable or not recommended for children under 1yr. Food is blended or mashed according to the babies needs.

Babies are fed within the playroom in highchairs on a vinyl floor surface.

Bottle fed babies are held during feeding.

Fern Group

The children are becoming more mobile by the time they move to the Fern group and toys are provided to encourage this. Once again the children participate in messy and creative activities, but using more fine motor activities such as paint, crayons and chalk pictures. All children's artwork is displayed in the playroom and within the Fern group.

Breakfast, lunch and tea/snack are provided for the children and are consumed within the room.

Cedar Group

The staff in the room plan activities to help with developmental needs. The children are becoming more familiar with daily routines such as meal, tidy up, story, sleep and bathroom times.

Breakfast, lunch and tea/snack are provided for the children and are consumed in the dining room.

Creative activities become more advanced and the children play with sand/water. Language skills are progressing rapidly and the children begin to recite nursery rhymes, stories and songs.

Willow Group

The children in the Willow group enjoy a wide range of messy activities including painting, printing, gluing, cutting activities, sand/water, cooking activities and dough & clay.

Individual/small group activities are introduced which help with colour and shape recognition, matching games, counting games and other maths activities.

Chestnut Group / Oak Group

The aim of both of these groups is to continue preparing the children for school. This includes promoting social interaction and encouraging independence.

The children continue to make choices for themselves and participate in various activities i.e. role play, discussion time and outdoor play.

Observation/ Assessment & Planning

Each child has a 'memoir' book that will follow them through the nursery. Staff will take photographs of the children during various activities and will write a small comment to complement the photo.

Children are planned as individuals and also as a group. This ensures needs are met and the children enjoy and learn from the planning.

Key-worker

On commencement each child is allocated a key-worker who will liaise with the parents to provide consistency of care. The key-worker will provide a close, secure adult-child relationship, which is essential for development. Parents can use the key-worker as a first point of contact, but are welcome to approach any member of staff.

Home/Nursery Diary

Parents have the opportunity for their child to have a home/nursery diary. These are completed daily with information regarding meals, sleeps, activities etc. Diaries are taken home by parents at the end of the day and returned when their child returns to nursery. If parents do not wish to use, or do not return the diary, then an information sheet will be completed instead.



Equal Opportunities

We seek to challenge all forms of discrimination to include gender, race and disability.

Our policy promotes equal opportunities for all children, staff and families. To illustrate the awareness of these issues, matters are discussed when they arise on a personal or group basis.

We have a more in-depth equal opportunities policy which is available at your request.

CCTV

The nursery has a CCTV system and cameras are situated throughout the nursery. Monitors are based in various rooms and recording facilities will be based in the office. Recordings will be stored for 60 days and then discarded.

Medication

Only prescribed medication will be given other than calpol, needed in an emergency (provided by setting). Prior to administering any medication, parental permission must be sought. All children with prescribed medication must have a medication form signed by the parent prior to the child's session in nursery. Prior to commencement parents must sign an emergency medication form which is placed in the child's individual file. This is used for fever reducing medication i.e. calpol / ibuprofen in emergency situations. Following medication, parents must sign the follow up section on all medication forms to acknowledge that the medication has been administered. **All medication must have previously been administered at home to ensure the child has no allergic reaction to it.**



Meal Provision

Mealtimes within nursery are excellent social times in which the children develop socially. All children with food allergies or ethnic religious beliefs can be catered for. Menus are planned on a five week rota and have a substantial weekly inclusion of fish, chicken, lamb, ham, pasta, rice and vegetarian dishes. Fresh fruit and vegetables are served daily. A separate baby menu is used for children under 1 year, excluding foods unsuitable or not recommended for babies. We also have a weaning menu for younger babies.

Nursery Policies

Our Policies and Procedures file is situated in the reception area and are available for parents to read at any time.

Mobile phones

All phones should be put away into bags or pockets prior to entering the building. This is due to the majority of phones also being cameras. In the event that parents forget, staff should remind them. If a parent continues to use their phone they will be requested to leave the building.



No Smoking

There is an absolute **No Smoking** policy in the building or on the premises.

Students

We have students within nursery from various colleges, and all are police cleared. They work alongside trained staff and are never left alone with the children. Students are not included in staff ratios.

Non Collection of a child

ALL children must be collected promptly at the end of their session.

If a child is not collected at the end of their session, the parents will be contacted by telephone. If parents cannot be contacted the emergency contact number will be used. If, after the duration of an hour the child has still not been collected and there has been no contact from parents, Social Services would be informed.

Complaints/Concerns

Any complaints/concerns can be discussed with the Nursery manager/ Deputy Manager who will try to quickly resolve the situation and prevent a reoccurrence. Complaint/concern forms are situated in reception for anyone wishing to make a written complaint. Once completed, these can be placed in the administration box outside the office. All forms will be replied to within 5 working days. If not satisfied, forms can be addressed to the registered provider at nursery head office.

Mrs J Northey / Miss E Northey
Whickham Cottage Nursery
Sands Road
Swalwell
Tyne & Wear
NE16 3DJ

If the situation is not resolved then you may contact;

Ofsted,
Picadilly Gate,
Store Street,
Manchester
M1 2WD

TEL: 0300 1231231

If you require this information in any other language / format i.e. Braille, audio or need any further assistance please contact us at the address below;

Nursery Manager: Hayley Steel,
Deputy Manager: Sharon Greener,
Whickham Cottage Nursery,
Sands Road,
Swalwell
NE 16 3DN
TEL: (0191) 4960016