

# Welcome to



Rainbow Day Nursery

356 Southborough Lane, Bromley, Kent. BR2 8AA

020 8460 5335

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[www.rainbowdaynurseries.com](http://www.rainbowdaynurseries.com)

## New Parent and Children's Welcome Pack

Hello and Welcome from all the staff and management at Rainbow Day Nursery.

We strive to offer exceptional care. Our goal is to be the best in what we do. At Rainbow Day Nursery we aim to provide a framework to give structure and coherence to the curriculum and at the same time provide the highest quality of care for each individual child.

All our policies are accessible for parents on our website link below, with the nursery password, we will share this with you once your child starts.

[www.rainbowdaynurseries.com/parents](http://www.rainbowdaynurseries.com/parents)

We're committed to continually evaluating what we do to ensure that we offer each child in our care the best possible start in life. We work with Early Years teams, National Day Nursery Association and Ofsted to ensure we follow best practice and quality provision.

At Rainbow Day Nursery we put children at the centre of everything we do.

**Changes highlighted in Red have been made in response to the Covid-19 pandemic to prevent any further spread of the virus in the setting.**

### Induction and settling

Leading up to the start date for your child, you will be contacted by a member of the team to arrange settling in sessions. These sessions are free of charge, 5 hrs over 3 days and are designed to help you and your child get to know the nursery staff and for the staff to get to know yourself and your child.

During the settle sessions we will encourage shorter periods of time spent between parents and staff within the nursery to limit the spread of infection. Settle one would be encouraged to take place in the garden so staff and parents can be in an open space or in a room that is not in use.

During COVID 19 period a staff member will contact you prior to the first settle to gain your child's personal information over the phone such as your child's likes and dislikes, sleep pattern, temperament, specific needs and to gain an understanding of each child's stage of development. This will form the starting point for each child on entry to nursery.

All new children will receive a nursery back pack to be used daily for appropriate belongings. No food or medicines are to be kept in these back packs.

### Key worker system

You will be assigned a named member of staff to be your child's key worker. This is to help ensure that every child's care is tailored to meet their individual needs. This person will help the child settle into the room, build up their confidence and become familiar with the new setting, staff and children. They will develop positive bonds with both the child and the parents/carers.

Key workers will support your child's daily needs and carry out regular observations about what your child is doing. These help them notice what they enjoy doing and plan activities to support next steps. Following on from this, the observations will aid them to complete regular assessments throughout the year. Parents meetings will also be arranged with the Key worker formally and informally, as required **over the phone during the Covid-19 pandemic.**

### Daily routine

Each room will have their own daily routine and when your child starts you will be given an individual room welcome email/letter. Please speak to your key worker to find out more.

Children will sleep as per their individual needs, there is a scheduled quiet time/sleep session after lunch. Nappies are changed regularly throughout the day.

Meal times are between the following times:

Breakfast - 8:30am to 9:00am

Lunch - 11:30am - 12.30pm

High Tea 3.55pm - 4.30pm

**These times may vary during COVID-19 due to staggered mealtimes reducing large groups together.**

### Food and nutrition

The weekly menu is displayed on our website and in the nursery. Children are offered 3 meals a day as well as a mid-morning and mid-afternoon snack. Water is always available throughout the day.

We are conscious of the importance of encouraging healthy eating habits in children from a young age. We always endeavour to use healthy methods of cooking and our menus have been endorsed by the Children's Food Trust.

All our meals are home made by our dedicated full time cook, using fresh quality ingredients meaning that we can monitor exactly what goes into each meal that is given to the children.

We source all our fresh produce from a local green grocer and our meat products from a local butcher. All of which are delivered to the nursery and sourced from local farmers.

Due to some children with a high intolerance or allergies to certain foods we do not let children bring in any food from home. Please ensure any foods you may bring to give your child after nursery are given to them once outside on the public pathways and not on nursery property. Also please do not allow your child to come in eating something from home in the mornings. They will need to finish this before entering the premises. We would like to thank you for your co-operation and understanding with this.

### Illness

Please check your child's temperature before coming to nursery and they would be permitted to stay at home if their temperature is 37.8 degrees or above and if they are displaying any other COVID-19 symptoms including continuous cough & difficulty breathing.

Please do not send your child to nursery if they have had vomiting and/or diarrhea, or if you have administered any prophylactic medicine such as Calpol in the 2 hours prior to going to nursery. If medicine has been administered at any time before nursery you must inform the staff when you drop off your child.

There is a strict 48 hour exclusion from last episode of vomiting and/or diarrhoea. This is set out by the Health Protection Agency ([www.hpa.org.uk](http://www.hpa.org.uk)) If illness occurs whilst at nursery you will be asked to collect your child. Other exclusions apply for childhood illnesses and contractible disease. Please see the information at the end of this pack for more information about sick children and when it is not appropriate to send your child to nursery.

Our staff have the right to question any parent about their child's suitability to attend nursery for the day if they suspect them of being unwell.

All illness or absence should be reported to the nursery by 10am on the day of attendance. If the nursery is not informed then the staff will call parents to check on the reason for absence. This is part of our safeguarding procedures.

We do not give Calpol as a preventative to illness and will only administer Calpol if your child develops a high temperature of 38.5 or above at nursery. This is done with express verbal permission in conjunction with written consent.

In some cases following discussion and agreement from parents staff may administer teething powder or teething gel, as required, at times of distress when a child is teething.

We can administer prescribed medicines which have the pharmaceutical label attached detailing child name, medicine name, dosage, dispensing chemist etc. The child will need to be at home for the first 24 hours of taking this medication before they can come back to nursery and then only if they are well enough to cope with the daily session.

#### Collecting and late collection of children

During COVID-19 only residents of the family home should be collecting the child.

If you arrange a family/friend to collect your child, please let us know at the beginning of the day. If that person is unknown to the nursery, please arrange a password to be shared between us. We will never let your child leave with another person especially if we had not been given advanced warning, and we will always call you for confirmation that it's ok to let them leave.

Nursery opening hours are 7.30am-6.30pm. We understand that issues arise and that sometimes you may be late, we appreciate a call to let us know you will be late as soon as you become aware of this and we will arrange for 2 members of staff to stay with your child. **The nursery is temporarily opening within the standard hours of 8am-6pm**

We charge £1 for every minute that you are late.

If we have not heard from you after your session has ended, we will call you and all the emergency contact numbers that you have provided to ascertain what is happening and get a plan made. After an hour if staff have had no success making contact with any person to collect your child, we will have to follow policy and procedures in calling the nursery owner and Bromley Social Services.

### Early Years Foundation Stage.

The nursery works with the EYFS framework of learning, development and welfare for children in the age range from birth to the August after their fifth birthday. This is implemented in all registered early years settings. We are required to meet the learning, development and welfare requirements in the EYFS package. Please go [www.foundationyears.org.uk](http://www.foundationyears.org.uk) for more information and to download the parent's guide to the EYFS - 'What to Expect When' which gives you information about what children may be doing at different ages across all areas of learning. We implement this in many ways but most visible to you will be the online learning journals we keep on your child which contain observations, next steps and reviews of progress and the weekly plans in each room. We do offer parents the chance to meet with their key worker formally twice a year as well as meetings as required.

### Safeguarding and welfare

Rainbow Day Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Safeguarding is a much wider subject than the elements covered within a single policy, and the nursery have many policies we adhere to which are all open for parents to read.

At Rainbow Day Nursery we will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

When recruiting our staff, we follow strict legislative guidelines before we hire them. Once hired every new staff member goes through an enhanced DBS check and every 3 years thereafter. All staff are first aid trained and this is repeated every 3 years as well.

We also have Apprentices and students working within the rooms, while they gain relevant qualifications.

### Communications

We use electronic communication where possible and would encourage you to do the same, especially if you're making requests for extra days, payment etc. Please ensure you keep us updated with your correct contact details.

Each room has its own email address which is detailed further on in this document.

Information about your child's day will be uploaded into the I-connect/ParentZone system for you to access. You will be sent a request to sign up to ParentZone, which enables you to view this information online and allows you to upload your own observations and photos to your child's learning journal. Please note that these will need approving from the staff before you will be able to view them. Please email your child's room for any other information you wish to convey, such as family member collecting, specific instructions, holidays, absences etc.

### Payment

We accept many company's tax-free voucher schemes and in many cases, we are already registered with them. You may need to give your employer our OFSTED registration number and postcode for them to process payments.

We ask for your payment in advance on the first of every month.

Please use your child's name as the reference payment.

If for any reason you leave Rainbow Day Nursery you will need to give one months notice to receive your full refund. Please see our terms and conditions for more information.

### Invoices

Invoices are monthly and will be emailed to you at the end of the month for the following month.

The first and last month invoice are based on the exact number of days your child attends for that month. The months in between are based on the monthly average.

We open 51 weeks of the year.

### Contact Details and nursery information

Telephone Number	020 8460 5335
Address	356 Southborough Lane, Bromley, Kent BR2 8AA
Email	<a href="mailto:pettswood@rainbowdaynurseries.com">pettswood@rainbowdaynurseries.com</a>  Please substitute Pettswood for the following options: Brid Pillows Circles Ovals
website	<a href="http://www.rainbowdaynurseries.com">www.rainbowdaynurseries.com</a>
Ofsted registration	EY498422

Ofsted	0300 123 1231 or 0300 123 4666
Bromley Social Services Emergency	020 8464 4848

This welcome pack is aimed to be a helpful guide for our new parents. If you feel there should be something in this pack which isn't covered we appreciate your feedback.

### *Frequently Asked Questions -*

#### *What happens if I am late collecting my child?*

We understand that sometimes being delayed is out of your control. We ask if you could please let us know as soon as possible if you are likely to be delayed collecting your child for any reason. We will arrange for 2 members of staff to stay with your child. We charge £1 for every minute that you are late.

#### *What is Annualised/Calendar Monthly charging?*

Calendar monthly and Annualised charging are both the same method.

Our system generates the same amount each month across the year therefore giving the bill payer the ability to forecast cash flow, the calculation behind this is as follows;

Weekly fee \*(Number of weeks) e.g. 51

Number of month's e.g. 12

If you calculate your bills based on a weekly fee, multiplied by the number of weeks in the year and divide that by 12.

We operate 51 weeks in a year, therefore if the weekly rate is £100 × 51 weeks in the year ÷ 12 months, then the monthly, annualised rate will be £425 per month.

### *What happens when the booking pattern changes or the child changes age category half way through the month?*

The system will revert to sessional billing by default, if the child's start or end date is part-way through a month or the child's booking pattern changes, the system recognises that for a child starting late, or finishing early in a month, the monthly rate will not be charged and your bill will be for the exact number of days attendance at their current daily rate.

Children whose age changes in the middle of the month will be charged the daily rate for under 2 for the days before their birthday and the over 2 rate will apply to the remaining days.

This can cause an increase or decrease in the monthly bill depending on the number of days in the month.

### *How do you collect fees and when are they due?*

Fees are due on the 1st of the month in advance; that is September's fees are due on the 1st September. Parents will receive their monthly invoice 5 working days before it is due to be paid. This can be paid by various means outlined below. Some parents use one or more of these methods. We ask parents to indicate how they will pay the invoice and use their child's name as the reference for all payments:

- Standing order (Bank details are displayed on the invoice)
- Childcare Vouchers from a company of your choice
- Tax Free Childcare

The government website can assist you in looking for the most tax efficient means to pay your fees. To find out more information, click on the link below:

<https://www.childcarechoices.gov.uk>

### *Do you offer Early Years funded places for 15 and 30 hours?*

Yes the nursery offers 15 hours and 30 hours funded places. To qualify for the funded places your child needs to attend a minimum of 2 days per week. Our funding is stretched over 51 weeks of the year. Please see the explanation sheet "30 hours funding at Rainbow Day Nursery".

### *Do I need to give notice if I want to change days or leave the nursery?*

The nursery requires one calendar months' notice for all changes to booking patterns and also requires one months' notice if you wish to terminate your contract with the nursery. The exception to this is for Funded Children where we require a half terms



notice. Requests for changes to booking patterns cannot be guaranteed, we will, however, endeavour to accommodate each request.

#### *Is it possible to swap my child's days or book a one off extra day?*

The nursery offers the opportunity to swap a day in the same week as the child's attendance. This is to assist parents on occasions when they have to change their working week i.e. if your child attends Monday, Tuesday and Wednesday every week and you need to swap one of these days to a Thursday or Friday that week and we have availability on the requested swap day we will do this for a small charge of £10.

If you require an extra day you can request this from the Nursery Manager who will book this for you subject to availability. Requests for extra days are made by emailing the Nursery Manager. These days will be charged at the normal daily rate.

#### *What is the best way to get in touch with the nursery?*

The nursery can be contacted throughout the day via our phone system in each room or we prefer to use email where possible and would encourage you to do the same, especially if you're making requests for extra days, payment etc. Please ensure you keep us updated with your correct contact details.

Each room has its own email address which you will find in your welcome pack. You are also welcome to call us on the main telephone number which is: 020 8460 5335

Information about your child's day will be uploaded into the I-connect/ParentZone system for you to access. **ParentZone** is a smartphone app which gives you access to information about your child's day at a time which suits you best. You can find out more about ParentZone by visiting their website here:

<https://www.connectchildcare.com/software/parentzone/>

You will be sent a request to sign up to ParentZone, which enables you to view information about your child's day and also allows you to upload your own observations and photos to your child's learning journal. Please note that these will need to be approved by the staff before you are able to view them. Please email your child's room for any other information you wish to convey, such as family member collecting, specific instructions, holidays, absences etc.

#### *What if I have a complaint, who should I speak to?*

We always want to hear if your child is unhappy during their time at the nursery. In the first instance, please raise any concerns you have with the Room Leader who will ensure your complaint will be dealt with and will try to resolve any issues to your satisfaction. If your complaint has not been dealt with satisfactorily, please contact the Nursery Manager directly.

### *What's included in my fees?*

The following are all included in the monthly fees:

- All meals (Breakfast, morning & afternoon snack, 2 course lunch and high tea)
- Nappies and wipes
- Drinks (Except formula milk)
- Sun creams & lotions
- Extracurricular activities i.e. French, Mandarin, Tennis, Multisport and Music
- Trips and visitors **on hold during COVID- 19**

Our extra-curricular activity programme changes each term and your nursery will give you information about the days and classes that are offered each term. These include:

- French
- Mandarin
- Music
- Tennis
- Multi Sports

**Currently on hold during COVID- 19**

### *Do you have an induction or settling in sessions?*

Yes, we do offer an induction and settling in sessions at no cost.

The settling sessions offered are 5 hours over 3 days as follows:

1 x 1-hour child with parent present

2 x 2 hours child without parent present

You will be contacted by a Room Leader or senior staff to arrange settling sessions.

These sessions are designed to help you and your child get to know the nursery staff and for the staff to get to know your child and their personal information such as likes and dislikes, sleep pattern, temperament, specific needs etc.

### Parent Information on sick children

At Rainbow Day Nursery we follow guidelines on infection control from Public Health England and the NHS. Please be aware of the more common infections and complaints, listed below, for when it is not appropriate to send your child to nursery. If in any doubt, please ring us and ask for advice or contact your GP.

Please inform the nursery of any infection or complaint so we can record this and notify others where appropriate.

As a general rule, a temperature of over 37.5C (99.5F) is classified as a fever.

The nursery will seek permission to give Calpol if a child's temperature reaches 38.5. At this stage the child will be required to be collected from nursery.

Most fevers are caused by a virus, infection or other illness.

Some people think that teething causes other symptoms, such as diarrhoea and fever, but there's no evidence to support this. (NHS Choices)

If your child requires prescribed antibiotics, they cannot attend nursery for the first 24 hours of medication being administered. After this, staff can administer the medicine during nursery hours. You will need to complete a form stating the name of the medication, the dosage and when it is required. The nursery will only give one dose of medicine if it is prescribed for three times a day but can give two doses of medicine if it is prescribed for four times a day.

All prescribed medications must be in the original containers with a prescription label attached. Staff are not allowed to administer medicines which have not been prescribed or are not in the labelled, original container.

### **Treating a fever**

If your child has a fever, it's important to keep them hydrated by giving them plenty of cool water to drink.

Babies should be given plenty of liquids, such as breast milk or formula. Even if your child isn't thirsty, try to get them to drink little and often to keep their fluid levels up.

If the environment is warm, you could help to your child to stay at a comfortable temperature by covering them with a lightweight sheet or opening a window. However, they should still be appropriately dressed for their surroundings and sponging your child with cool water isn't recommended to reduce a fever.

Contact your GP or health visitor urgently if your child:

- is under three months old and has a temperature of 38C (101F) or above
- is between three and six months old and has a temperature of 39C (102F) or above

You should also see your GP if your child has other signs of being unwell, such as persistent vomiting, refusal to feed, floppiness or drowsiness.

If it isn't possible to contact your GP, call your local out-of-hours service or NHS 111.

If your child seems to be otherwise well - for example, if they're playing and attentive - it's less likely they're seriously ill.

### **Good hygiene practice**

Handwashing is one of the most important ways of controlling the spread of infections, especially those that cause diarrhoea and vomiting, and respiratory disease. The recommended method is the use of liquid soap, warm water and paper towels. Always wash hands after using the toilet, before eating or handling food, and after handling animals. Cover all cuts and abrasions with waterproof dressings.

Coughing and sneezing easily spread infections. Children and adults should be encouraged to cover their mouth and nose with a tissue. Wash hands after using or disposing of tissues. Spitting should be discouraged.

### **Immunisations**

Parents should be encouraged to have their child immunised and any immunisation missed, or further catch-up doses organised through the child's GP.

For the most up-to-date immunisation advice see the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)

When not appropriate to send your child to nursery -

Infection or Complaint	Time Scale to be absent from Nursery	Comments
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting	
Chickenpox	Until all vesicles have crusted over	
Shingles	Exclude only if rash is weeping and cannot be covered	Can cause chickenpox in those who are not immune
German measles (Rubella)	Four days from onset of rash	Preventable by vaccination
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period
Measles	Four days from onset of rash	Preventable by vaccination
Scarlet fever	Child can return 24 hours after starting appropriate antibiotic's	Antibiotic treatment is recommended for the affected child
Ringworm	Exclusion not normally required	Treatment is required
Flu (influenza)	Until recovered	
Whooping cough (pertussis)	Five days from starting antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment	Preventable by vaccination

Mumps	Exclude child for five days after onset of swelling	Preventable by vaccination
Meningococcal meningitis septicaemia	Until recovered	Meningitis C is preventable by vaccination
Hepatitis A	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)	
Tonsillitis	None	If prescribed antibiotics, then the first 24 hours of doses must be given at home before returning to nursery
Threadworms	None	Treatment is recommended for the child and household contacts
Head Lice	None	Treatment is recommended only in cases where live lice have been seen
Hand, foot and mouth	None	If child is unwell you may wish to keep them off nursery until feeling better
Molluscum Contagiosum	None	
Slapped cheek/fifth disease. Parvovirus B19	None	It can take 1-3 weeks to clear up.
Warts and verrucae	None	
Conjunctivitis	None	Seek medical advice for treatment.
Corona Virus (Covid-19)	7 days isolation	Seek medical advice