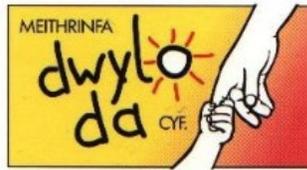


Meithrinfa Dwylo Da Handbook



Meithrinfa Dwylo Da Cyf

1 Heol Buddug

Penygroes

Caernarfon

Gwynedd

LL54 6HD

01286 882 552

07398545083

Your Child's Registration for Care Form

Your child's details.

Name

Address

Date of Birth

Male/Female

Deetails of Parents/Guardians

Names

Address

E-mail address

Home contact number

Location and telephone number of parents/guardians

Mobile number of parents/guardians

Emergency contact number

Name

Address

Telephone numbers

Relation to the child

Name of GP

Address of GP

GP's contact number

Although it is not the Nursery's policy to introduce any kind of medication to the children without the written permission of the parents/guardians (please see our Adminstrating Medication Policy and relevant form), do you give your consent for the staff /doctor or other qualified health professional to treat or to administrate emergency treatment to your child if we are unable to contact you.

Yes

No

Please tick the relevant box

CONFIRMATION OF RESERVATION FOR CHILD CARE

Dear (name of parents/guardians)

I am pleased to confirm that a place has been reserved for the care of :- (name of child/children)

.....

in accordance with the official Contract between us.

Signed:-

Post Held:-
(Manager of Meithrinfa Dwylo Da or Deputy)

Date:-

Meithrinfa Dwylo Da Cyf. Handbook

Welcome to Meithrinfa Dwylo Da!

Meithrinfa Dwylo Da was opened in June 1997

Meithrinfa Dwylo Da is registered with and regulated by Care Inspectorate Wales, provided by the Welsh Government, who annually review the service. We provide day care for 24 children between the ages of 3 months and 5 years, Monday to Friday 0800-1800

The Aims and Objectives of the Nursery

The aim of Meithrinfa Dwylo Da is to provide a day care service of the highest quality. As part of our service, we transport eligible children from the Nursery to a local school to attend nursery and educational sessions by arrangement, which has been agreed upon between the parents and the school.

All our activities correspond with the Care Inspectorate Wales' requirements for Nursery day care published by the Welsh Government.

We aim to:

- Provide high standard, reliable child care for a fair price;
- Provide a safe and happy environment, full of satisfactory and rich experiences that are carefully planned and which motivate children to learn, play, achieve and have fun;
- Offer a facility for parents that enables them to increase the opportunities to take a more prominent part in the labour market;
- Provide a service that meets the community's needs;
- Ensure the Nursery's financial viability and continuation

We hope as Board of Management and staff that your child/children will benefit and have lots of fun at Meithrinfa Dwylo Da, and that you as parents and

guardians take comfort from the fact that your child/children are in good hands, and that they are motivated and encouraged in a number of aspects that ensure a healthy living pattern through play and learning, socialising and relaxing, in a happy and safe environment.

Collecting Data:

Meithrinfa Dwylo Da is committed to ensuring the security and fair processing of any data we receive and conforms with the requirements of the General Data Protection Regulations 2018 (GDPR). The information collected pre-care and during the care of each child is used to enable Meithrinfa Dwylo Da to provide the best care possible and for no other purpose.

In accordance with childcare information storage regulations the information will be kept until the child turns 25 years old.

From time to time we are legally required to share relevant information with certain Government agencies such as the Care Inspectorate Wales, who register, inspect and take action to improve the quality and safety of care services in Wales together with the Social Services at times, when necessary and medical professionals in emergencies.

The Purpose of the Handbook

This Handbook has been produced to introduce Meithrinfa Dwylo Da to you the users, to make sure that you are aware of the internal procedures. Its content reflects our internal procedures, which are set out in accordance with Care Inspectorate Wales for Day Care Nursery published by the Welsh Government.

The Staff

Registered Person: Ann Thomas
Responsible Individual : Sophie Wyn Owen

The staff's wages are paid through the fees you pay as parents/guardians for the service.

The staff are qualified or are undertaking training in line with the requirements of Care Inspectorate Wales.

Each staff member has to undertake an enhanced DBS checks as is required (Disclosure and Barring Service).

Dwylo Da employs a full time Manager.

Environment, Staff and Activities

It is recognised that parents and children benefit from a care service which has been well organised and planned.

The Staff do their best with the space and resources they have to satisfy the children's needs effectively. The whole building is used. A staff member will accompany each child to the toilets, but allows more independence as the child develops and under supervision. The children are not allowed access to the kitchen or the staff room. The enclosed back garden is used for supervised activities.

The Staff are effectively employed to ensure the safety, wellbeing and development of the children.

We aim to ensure a happy environment to give children the chance to relax and to participate in educational and developmental activities. Socialising, friendship and respect towards others are encouraged.

The staff keeps records for each individual child and they are available to be shared with the child's parents with permission from the Board of Management, except if doing so would put the child's welfare in danger.

Input from parents/guardians is welcomed to ensure that the needs of each child in our care are met.

Statement of purpose

These are the internal arrangements for Meithrinfa Dwylo Da:-

The Nursery is open between 0800 and 1800 Monday to Friday and closed every bank holiday and weekends.

The Nursery is closed Christmas day, Boxing day and New Year's day – the Nursery is open between Christmas and New Year.

The Building

The Nursery is situated in the middle of the village in Penygroes.

Meithrinfa Dwylo Da is located in a purpose built same-level building.

There is one large room that is used for activities and for eating with other rooms exiting off the main room.

There is a mural on the outside wall of the building - the mural was created with grant support and the cooperation of a local artist and the input of local children. It is colorful, interesting and welcoming.

The Reception

This is in front of the Nursery and is used as the main entrance and collection point.

Children's coats and bags are kept here.

The outside door is locked at all times – no one can enter the Nursery from the outside without ringing the doorbell and for a member of staff to open the door for them.

The door from the reception to the main room is locked at all times - no one can enter the nursery without a member of staff opening the door and allowing them access.

All visitors visiting the Nursery have to sign the visitors book.

Visitors to the Nursery are by prior arrangements with the manager.

Main Room

The main room is divided with a partition fence in accordance with the ages of the children and the activities held.

The babies are on one side and the older children on the other side.

Tables used for meal times and activities such as painting, gluing and sand play are situated on the lino floor.

A daily structure is followed for the daily activities, this can include singing, storytelling, file work, colouring, counting, painting and gluing activities, role-play, play house and movement to music, which follows aspects of the foundation phase.

The children play in small groups.

Bedroom

There are suitable cots in the bedroom.

Every child has his or her own cot bedding and they are regularly washed.

The older children sleep on purpose bought sleep mats and they have their own personal, clean bedding.

The toys used by the younger children are kept in the bedroom.

There is a baby monitor and video in the bedroom with a receiver in the main room so that the staff can hear and see any movements at all times.

Staff members monitor the bedroom every ten minutes when babies are sleeping and record all checks using a purpose made form situated outside the bedroom.

Staff Room

This is where the staff have their meals and relax.

Staff keep their personal belongings here - bags, coats, mobile phones.

Staff are allowed access to their mobile phones during break times only and not during work time / activities with the children.

Staff are allowed to wear their digital watches with the Wi-Fi and Bluetooth disabled.

Office

Personal and confidential files for staff and children are kept here in a locked cabinet.

There is no admittance to the office without permission from the Manager or the person in charge.

Bathroom and Toilet

There are two purpose low height toilets for the children and two basins

There is a staff toilet and a hand basin.

Liquid soap is used and paper hand towels.

The washing machine is also located here.

Nappies and wipes are kept here.

The children are not allowed in the bathroom without supervision.

More independence is given as the child develops but still under supervision.

The staff change all nappies in the bathroom and this is where aprons, gloves, and boxes for the older children with nappies and wipes are kept.

Staff follow a strict infection prevention and control protocol when changing nappies.

The Kitchen

This is where all meals are prepared for the Nursery.

Lunch and dessert are prepared daily by Cegin Ceri and are delivered to the Nursery under controlled temperatures.

All other meals - breakfast and snacks are prepared in the kitchen.

Children are not allowed in the kitchen, there is a gate with a bolt to prevent admittance.

Food preparation is supervised by qualified staff members who hold the necessary Food Hygiene qualifications.

The Nursery has a Food Hygiene rating of 5.

Menus are adjusted seasonally and are displayed in the Reception area and also shared with parents/guardians.

We promote healthy and fresh foods.

The Garden

The garden is covered with grass and slabs.

There is a large shed to store toys.

The children go out to play regularly.

The toys are appropriate for outside play.

Planting boxes have been created by pupils from Ysgol Dyffryn Nantlle led by one of the teachers. The children are able to see the results of their planting as part of their development.

Admissions Policy

There is an opportunity for all parents or guardians to make an appointment to visit the Nursery to meet the Manager and staff. During the meeting the terms and conditions of the care will be discussed together with any questions or concerns.

There is also an opportunity for parents or guardians to leave the child in the care of the Nursery for up to 1 morning session or 1 afternoon session as a free taster session.

There is an opportunity for the child to start part-time and gradually build up the required care hours.

Language Policy

Welsh is the main language of the Nursery where it is possible without leaving any child out of any activity.

The aim of the Nursery is to offer an opportunity for every child to gain experiences through the medium of the Welsh language.

The Nursery will: -

- ensure that all activities for the children are being held in Welsh;
- promote the use of Welsh in all activities that are associated with the Nursery but will ensure that no parent or child is left out of any activity;
- ensure that all job advertisements state the commitment of the Nursery in this context;
- ensure that all members of staff appointed are sufficiently fluent in Welsh to undertake all duties;
- ensure that all staff are bilingual;
- ensure that a wide range of Welsh medium resources are available to extend the children's Welsh language;
- ensure that any written material that is produced in the Nursery is Welsh or is bilingual;
- be committed to implement all elements of the Language Policy

Key workers

Key Worker are appointed from staff members to care for individual children when they start the Nursery. The Key Worker is mainly responsible for the well-being of the child and for ensuring that all relevant information about the child is shared with the parents/guardians.

Second Child

When there are two children from the same family in the Nursery at the same time a 10% discount will be offered from the fees of the child who has the least number of care hours per day. We are however unable to offer further discounts for the third or fourth child.

What your child will need every day at the Nursery

All children need to bring the following with them daily in a bag: -

Nappies and Wipes of your choice

- These can be kept in your child's bag or can be left in a box in the Nursery. Your child's Key Worker will keep a note of them and inform you when they need replacing.
- You can include a cream or gel to use during nappy changing.

Breast milk/Milk bottles

- Labelled breast milk will be stored safely and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.
- Parents/carers should provide sealed formula milk for bottle feeding babies. If this is not possible, parents/carers should provide the formula in sealed and appropriate containers so that the staff can prepare the mixture. The staff will prepare the bottles as and when it is needed in accordance with your instructions. We also require one extra feed for every day your child is in our care.

Dummy (if you choose), a toy or comfort blanket

Plenty of spare clothes to be used if the nappy leaks or if the clothes get dirty or whilst potty training,

During warm weather your child will need suncream, a hat and appropriate clothes.

During cold weather a warm coat and hat is required to go outside to play together with a pair of wellingtons so that your child/children can go on the grass in the garden, which can get muddy from the rain at times.

If your child attends the nursery or educational sessions at the local school it is very important that they have a waterproof and windproof coat or suit together with a full change of clothing.

Your Child's Health

Child's Name

Do you consider your child to be healthy?

Do you wish to declare any information about your child's health (remembering that the welfare of your child is in question)?

Has your child been immunised in accordance with the National Health's recommendations for their age?

Yes	No

Does your child take regular medication? Please list.

Has your child suffered from a seizure because of a high temperature?

Does your child have any allergy to any creams, soaps, sun creams or anything else?

Does your child have any special dietary needs?

Does your child suffer from any food allergy or food intolerance?

Does your child drink breast milk, formula milk, cow milk or any other type of milk?

Are there any foods or drinks that your child refuses to eat or drink?

Way of Life

Is there any particular activity within the Nursery that you do not want your child to undertake?

Absent due to illness or holidays

If you have an arrangement with the Nursery for your child's place, in order to ensure the financial viability of the organization, we will require the parents / guardians to pay the fees during any absences due to illness or during the parents / guardians' holiday period even though the child does not attend the Nursery.

A period of absence does not mean that your child will lose his place in the Nursery.

What to do when your child is ill ...

We ask you to contact the Nursery when your child is unwell or on holiday to ensure we have the correct numbers for meal times and school collection arrangements.

Sick Child

It is the policy of the Nursery to promote and encourage good health and cleanliness for all children in our care. This includes monitoring the children for signs and symptoms of infectious diseases.

If a child becomes ill during the care session the Manager/Deputy will contact you or the emergency contact that is noted on the Child's Registration for Care Form. You must inform us of any changes to these details.

If your child needs emergency medical attention during the care session, we will make every attempt to contact you to seek your permission. However, should there ever be a need for emergency treatment recommended by a doctor (to include anaesthetic, an operation or blood transfusion) and we are unable to contact you, we will make decisions on your behalf (unless you have informed us specifically beforehand that you object to any procedure for your child, for example a blood transfusion).

In accordance with Public Health directives, any child with a vomiting or diarrhoea infection will not be admitted to the Nursery for 48 hours

Should a child in our care receive a knock on their head that is concerning the staff will contact the parents/guardians as soon as possible to report on what has happened and seek your guidance.

The staff have the right to ask for medical advice without naming any child if necessary about the steps to be followed in the context of a health condition to ensure the welfare of the other children and staff. Use of information from the

leaflet "Infectious Stages and Exclude the Most Common Diseases" published by the Department of Public Medicine is used as a guide.

The Nursery, respecting the confidentiality of individuals will notify parents/guardians of other children if there is a diagnosis that a child attending the Nursery has an infectious disease.

Medication Policy

All medication will be kept under lock and key in the office or in the fridge and written consent is needed by the parents or guardians before administering any kind of medication to a child.

If a child arrives at the Nursery in the morning and needs medication during the day we will ask you to complete and sign the Adminstrating Medication Consent Form for every day your child will need the medication.

If a child needs any medicine that does not require a prescription e.g. Calpol, over a period of days, we can keep the medication under lock and key in the officer over the period, to be used in accordance with the parents/guardian's instructions. The parents/guardians will need to complete the Non Prescribed Adminstrating Medication Consent Form for every day the child will need the medication.

When the medicine that does not require a prescription is brought to the Nursery for the first time e.g. Calpol, the container must be new and unopened, has the child's named labelled on it together with the date.

In an emergency, if the Non Prescribed Adminstrating Medication Consent Form has not been completed for that day and the medication for the child is under lock and key in the office, the appropriate staff will contact the parents/guardians to seek their consent to administer the medication and list the reason for doing so. The staff will also ask when the child received the last dose where appropriate

Following the telephone conversation and upon receiving verbal consent, the appropriate staff will send the Non Prescribed Adminstrating Medication Consent Form electronically to the parents/guardians so that they can confirm in writing that they approve with the request before any medication is administered to the child.

Dwylo Da will not administer medication without the form being completed and returned to the Nursery either electronically or by hand.

The staff will record any medicine administered during the day on the child's daily record.

The appropriate staff will note when any container is opened and used for the first time.

If the administration of medicine on prescription requires technical or medical information, training will be given to the staff by a health professional.

The parents/guardians will be asked to sign the Medication Administration Form when the child is collected to confirm that they acknowledge that the medicine has been given to the child that day and the form will be kept on file in the Nursery.

Eye Inflammation (conjunctivitis) Policy

The Nursery does not prohibit any child from attending the Nursery if they have inflammation of the eyes (conjunctivitis) in line with local Health Board guidelines.

Conjunctivitis can be infectious and spreads rapidly through the children and staff. It is important for the parents/guardians to inform the Nursery if the child suffers from any eye inflammation.

If a child shows symptoms of an eye inflammation during the day a staff member will contact the parents/guardians to arrange an appointment with the doctor or to seek treatment.

The parents/guardians are advised to seek professional health advice and appropriate treatment.

The Nursery will inform the parents/ guardians in any cause of infection while respecting confidentiality of the individual.

We will need to exclude children from the Nursery if a serious breakout of conjunctivitis takes place. The decision will be made through contacting the local Infectious Diseases Management Consultant.

Head Lice Policy

The Nursery does not prohibit any child with head lice from attending.

However as head lice spread rapidly through the children and staff it is important that parents/guardians inform the Nursery if their child has head lice and treat the condition appropriately before attending the Nursery.

If it becomes apparent during the day that a child has head lice, the staff will contact the parents/guardians in order to ensure the child receives appropriate treatment.

If the condition remains or is regularly repeated, the Nursery can consult with an appropriate professional and take necessary action.

We will inform all parents/guardians if a child with head lice has been in contact with their child.

HEALTH, SAFETY AND WELFARE POLICY

The Nursery will do everything it can, as far as it is reasonably practical, to ensure the health, safety and welfare of the staff, the children in its care, candidates/students on work experience, volunteers and visitors.

The Rights of the Child

Ensuring the health, safety and welfare of the children is part of ensuring that the Nursery respects the rights of the child, as noted in the United Nations Convention on the Rights of the Child, specifically:

The Nursery will conform to the requirements of the current health and safety legislation.

The Registered Person / Responsible Individual (the Manager) and the Board of Management are responsible for ensuring that the Nursery implements the Health, Safety and Welfare Policy. Every member of staff will be aware of it and will conform fully to all its requirements.

The Registered Person / Responsible Individual (the Manager) and the Board of Management will provide opportunities for all members of staff to attend health and safety courses regularly and will ensure that the Manager and the Assistant Manager are responsible for implementing the Health Safety and Welfare Policy on a day to day basis.

The Nursery will:

- ensure that the environment, both inside and outside the Nursery, is safe for the staff and the children.
- undertake a regular risk assessment of the building and its environment.
- ensure that there is an Accident and Incident Book in the Nursery and ensure that the staff record every accident and incident.
- ensure that the Riddor guidelines are adhered to.
- ensure that designated staff in the Nursery have specific responsibility for First Aid and ensure that qualified staff are present in each session and that they hold current First Aid certificates. Correct staffing ratios and trained persons will be adhered to at all times and First Aid certificates should be displayed in the Nursery.
- ensure that there is a telephone available.
- ensure that all members of staff attend regular Health and Safety courses.

Fire Safety

The Nursery will meet basic fire safety standards in accordance with the Regulatory Reform Fire Safety Order (RRO 2005). The person responsible for health and safety (the Manager) will undertake a fire risks assessment and maintain a fire management plan.

The Nursery will ensure that everyone working and visiting the building is protected from the danger of fire. To ensure this, the Nursery will:

- undertake a fire risk assessment, recording and updating it regularly or when there is any change in the circumstances.
- ensure that the staff receive detailed guidelines on fire safety regulations and that they implement them e.g. vacating the building in the case of a fire.
- ensure that there is a sufficient number of appropriate fire extinguishers in prominent and convenient locations and that they are positioned in accordance with the Fire Service's guidelines.
- ensure that there are clear and detailed guidelines on how to act in the case of a fire on display in a prominent place in the building.
- ensure that a fire drill is held and recorded regularly. The Manager will be responsible for emptying the building in an emergency.
- test the fire alarms weekly, keeping a record of every test.
- ensure that all electrical equipment are inspected regularly and that records of the inspections are kept.

Welfare

The Nursery will:

- ensure that it is possible to control the room temperature so that it does not fall below 16°C and does not rise to a level which is uncomfortable and dangerous for the children's welfare.
- ensure that there is sufficient shelter in the outside play area especially during the summer months.
- ensure that a full register is kept as every individual child arrives at and leaves the building.
- ensure that every member of staff and any visitors sign when arriving at or leaving the building.
- ensure that no staff or visitor smokes in the Nursery or its environment at any time. Ensure that No-Smoking signs are displayed at the entrance.

- offer members of staff who smoke every support to give up the habit.
- ensure that a member of staff who smokes does not come into contact with the children while his/her clothes or breath smell of smoke.
- ensure that members of staff are provided with information on good practice for lifting and carrying weights and that there are opportunities for them to attend relevant training regularly.
- ensure that information on the Health and Safety Law of the Health and Safety Executive is displayed prominently.
- ensure that students on work placement and volunteers receive information about health and safety issues during their first visit.
- ensure that a First Aid box, with the necessary contents, is provided and kept in a prominent place, and that it is inspected regularly to ensure that it is complete.
- ensure that the written consent of parents/carers/guardians to administer any emergency medical treatment, is available for every child following the guidelines of the relevant policy.

Health and Personal Hygiene

The Nursery will:

- ensure that the children learn about health and personal hygiene
- ensure that a high standard of hygiene and cleanliness is maintained in the Nursery

Children's safety on visits

It is the responsibility of the Manager and staff on behalf of the Board of Management to ensure the children's safety on visits outside the Nursery.

The Nursery will:

- follow the relevant Policies.

Food and Drink Policy

Meithrinfa Dwylo Da believes that meal times should be happy occasions where the children socialise with each other and staff. We promote positive interactions during these time.

We work with you to prepare healthy meals and snacks for the children which are nutritional and balanced and which fulfil their needs and personal requirements.

We will work with you to prepare appropriate food for your child if they have any special dietary needs or any allergies that have been diagnosed by a doctor or dietician. We take every reasonable care to ensure that your child will not come into contact with some foods with the support of parents/guardians and external professional workers should the need arise.

All menus will be displayed for the parents/ guardians to examine and parents/guardians can discuss further with the Manager or Deputy if they wish to do so.

Any packed lunches provided by the parents/guardians will not be heated by the staff.

Labelled breast milk will be stored safely and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.

Parents/carers should provide sealed formula milk for bottle feeding babies. If this is not possible, parents/carers should provide the formula in sealed and appropriate containers so that the staff can prepare the mixture. The staff will prepare the bottles as and when it is needed in accordance with your instructions. We also require one extra feed for every day your child is in our care.

The children receive food and drink regularly, enough to satisfy their needs.

Meithrinfa Dwylo Da is inspected to comply with statutory food hygiene requirements.

- Three meals are provided daily consisting of breakfast at 10am, lunch and dessert at 12 noon and a light tea at 3pm
- Food, which is suitable, will be served to each child and allergies will be taken into consideration at all times.
- Drinks are provided during the day in accordance with the needs of the child. During mealtimes, milk is provided with breakfast, water at lunchtime and a choice of water or milk at teatime.

- Menus will be handed out to parents /guardians beforehand to ensure their suitability for the child. If your child does not eat any of the food on the menu, we can arrange to make adjustments.
- The Menus are changed frequently and if we feel that the children are not eating enough we will try something different. The parents will be notified of changes.
- Key workers will help feed the children in their care.
- The Nursery promotes healthy food that is fresh and local and aims to comply with any reasonable requests by parents/guardians.
- Lunch and dessert is prepared by Cegin Ceri and the meals are delivered daily to the Nursery. The staff prepare breakfast and a light snack at teatime.
- There are convenient tables and chairs for the children to sit at to eat their meals and there are high chairs for the younger children and babies.
- We always work with parents/guardians when introducing solid foods to children.

Changing Nappies Policy

The children at the nursery have their nappies changed according to each child's individual needs. Our aim is to work in accordance with the parent's wishes to ensure that the child is comfortable.

The Nursery does not allow staff under supervision or students on work experience to change any child's nappy on any occasion.

We will:-

- Ensure that all staff members show respect and warm care to children whilst changing a nappy.
- Ensure that there is a suitable place and hygienic aids for nappy changing
- Ensure best practice training to all staff members for nappy changing.

Getting out of Nappies Policy

The Nursery does not encourage or begin training any child without the parents/guardians' instruction.

The childcare regulations does not encourage starting the process until the child is around 2 year old because of their inability to make the connection between their bladder and their brain. We wish to comply with this regulation.

When starting the process, extra clothing should be made available and staff and parents/guardians must co-operate in order to ensure that the process is comfortable for the child.

Sleeping Policy

Every child sleeping at the nursery sleep either in a cot or on a snooze mat.

Children under 2 years of age sleep according to their own sleep pattern in co-operation with the parents / guardians.

Children over the age of 2 years sleep after lunch, the amount of sleep time depends on the instruction given by the parents /guardians.

Every child has their own bedding and they are washed and changed regularly.

Every child is placed to sleep on their back unless directed otherwise by the parents /guardians.

Child Protection Policy

The Nursery's aim is to ensure the well-being, safety and development of every child in its care.

We aim to keep each child in our care safe, satisfied and thriving. However there are occasions when it becomes clear that a child is at risk of suffering, or is suffering from abuse.

Protecting children from harm is the responsibility of every member of staff.

The Nursery promotes an atmosphere and ethos which enables children and staff to express any concerns they have openly. This Child Protection Policy and procedures conform to the All Wales Child Protection Procedures 2008, the Children Act and the guidelines for safeguarding children: Working Together under the 2004 Children Act.

The Nursery respects children's rights in accordance with the statements of the United Nations Convention on the Rights of the Child and the Children Act 2004. To this end children will have the right to expect that every adult responsible for them will protect them from every kind of abuse.

Safeguarding and Promoting Wellbeing

The Nursery is aware that a high level of trust and a close relationship between children and staff helps to keep children safe from harm. Therefore the Nursery will:

- establish and foster an ethos where children feel safe and are encouraged to talk, and where staff listen proactively to them
- ensure that the children know that adults in the setting will always respond to them when they are communicating
- ensure that opportunities are planned to develop social skills and to enable children to develop relationships with each other
- model pedagogy that is based on respect for others

The procedures outlined in the All Wales Child Protection Procedures 2008, endorsed by the Safeguarding Children boards will be followed.

The Responsible Individual and the Person with Care (the Manager) are the designated safeguarding individuals. They must ensure that every member of staff understand their roles in the context of child protection, and act accordingly at all times.

The Nursery will establish a close partnership with parents/guardians in order to raise awareness of its role in caring for the children's well-being. Every new parent/guardian will receive information about the Nursery's policies, including the Child Protection Policy, before their child starts attending. Parents will be informed that the Nursery has a responsibility to refer any case of suspected abuse to the Social Services Department.

There will be a copy of the All Wales Child Protection Procedures available for parents to see and as a reference for staff in the Nursery.

The Responsible Individual and the Person with Care (the Manager) will be equipped to lead on child protection within the Nursery, as well as advising and supporting staff and contacting child protection agencies when child abuse is suspected regarding a child in the Nursery.

The Responsible Individual and the Person with Care (the Manager) are responsible for ensuring that every member of staff attends training courses on child protection which includes how to recognize cases of abuse and how to respond appropriately to them.

Comprehensive induction training sessions will be held for every new member of staff to include full information on the Safeguarding Policies and Procedures.

If the Manager is concerned about a change in a child's behaviour or any other sign of a minor but inexplicable physical injury, he/she will discuss the situation with the parents/ guardians, and seek an explanation for any injury or unusual behaviour. Such matters should not be discussed with the parents if this might endanger the child in any way. When there is uncertainty about this, advice can be sought from the Board of Management and the Social Services.

The Manager will inform the Board of Management about the situation and of any discussions with the parents/guardians about the incident. A full and confidential record of the situation will be kept in the Incidents Book as well as a record of the parents/guardians' explanation and any further steps taken. The information should be treated as totally confidential and the book kept under lock and key at all times.

If the Manager suspects that a child is being abused as a result of physical marks on the child, behavioural signs or that the child himself/herself makes such claims, the Manager will take action immediately by contacting the Board of Management and the Officer on Duty at the local office of the Social Services Department.

The Manager will be responsible for confirming this in writing within 24 hours. The Manager will also inform Care Inspectorate Wales.

If the staff are concerned about the wellbeing and safety of a child in our care, they will discuss the matter confidentially with the Manager. The Manager will follow the above procedures.

If the Nursery is aware that a child is on the child protection register and that child is absent from the Nursery without explanation for more than two days, the Nursery will contact the Social Services or an agreement can be made with the child's Social Worker before hand.

Inclusion and Equal Opportunities Policy

Aim

The aim of the nursery is to give every child an opportunity to benefit from their experiences at Dwylo Da.

The Rights of the Child

Ensuring that every child has the opportunity to benefit from the Nursery's experiences is part of ensuring the rights of the child, as noted in the United Nations Convention on the Rights of the Child, specifically:

- Article 2 The Convention applies to every child without discrimination, whatever their ethnicity, gender, religion, language, abilities or any other status, whatever they think or say, whatever their family background.
- Article 3 All organizations concerned with children should work towards what is best for each child.
- Article 8 Governments should respect children's right to a name, a nationality and family ties.
- Article 12 Every child has the right to express their views, feelings and wishes in all matters affecting them when adults make decisions on their behalf and to have their views considered and taken seriously.
- Article 14 Children have the right to think and believe what they want and to practice their religion, as long as they are not stopping other people from enjoying their rights.
- Article 23 Every disabled child has the right to live a full and decent life with dignity and, as far as possible, independence and to play an active part in the community.
- Article 30 Children have a right to learn and use the language and customs of their families, whether these are shared by the majority of people or not.
- Article 31 Every child has the right to relax, play and take part in a wide range of cultural and artistic activities.

Principles

The Nursery is committed to providing appropriate support for every child who has additional needs. The nursery will work in partnership with other relevant agencies to ensure help and support for the child and his/her family. The Nursery recognizes that children's needs change and develop continuously, and is committed to ensure that the provision meets the needs of every child.

The Nursery respects the principle of confidentiality in all aspects of its work, including in the field of additional needs, and it will keep any record or comments about an individual child in confidence, under lock and key at all times.

Code of Practice

The Manager is the Additional Needs Coordinator at the Nursery. However, every member of staff will be responsible for looking after the needs of every child who attends the nursery. The name of the Coordinator will be on the nursery's notice board.

The Manager will discuss in confidence with the parents/carers/guardians if he/she has any concerns that their child has additional needs which have not been identified. With the consent of the parents/carers/guardians, the Nursery will contact the local Referral Scheme and/or other relevant agencies if needed.

It is the responsibility of the Manager, in partnership with the local Referral Scheme, and/or other relevant agencies as appropriate, to facilitate every child's access to the Nursery, whatever his/her needs. The Manager will ensure that the staff receives the necessary training, support and resources to provide for children with additional needs. The Nursery will note, in its published material, that every child is welcome to participate in all the Nursery's activities.

The Nursery, in partnership with the Referral Scheme will encourage input by professionals involved with the child, in the form of guidance, advice and visits to the Nursery as necessary.

The Nursery will forward relevant information to the parents/carers/guardians and, with their consent, to local statutory agencies if necessary.

Although one person will be designated as an Additional Needs Coordinator in the Nursery, every member of staff will be responsible for caring for the needs of every child who attends the Nursery.

The role/responsibility of the individual which the Nursery has designated as the Additional Needs Coordinator:

- to ensure that the name of the Additional Needs Coordinator is displayed on the notice board.
- to operate as a link between the Nursery and the Referral Scheme Coordinator to promote inclusion within the Nursery.
- to cascade information about local training courses to staff of any training needs within the Nursery.
- to advise and support other staff within the Nursery.

- to ensure that relevant forms about each child with additional needs, are kept up-to-date.
- to ensure close contact with parents/carers/guardians and other professional workers in relation to children with additional needs.
- to ensure that the Nursery consults with parents/guardians regularly, providing information on the actions taken to help the child and the results of those actions. The Nursery will ensure that the child's strengths are emphasised in addition to information about the support that is given.

Arrival and Leaving Policy

It is our policy to warmly welcome each child when they arrive at Meithrinfa Dwylo Da. We kindly ask parents and guardians to transfer the care of their child to the hands of one of the staff members that will be responsible for their safety and for registering their presence on the register.

A staff member will always acknowledge the departure of each child from the Nursery.

If no one collects the child at the end of a care session in accordance with the arrangements that have already been made (1pm or 6pm), it is the Policy of the Nursery to contact the person that was planned to collect the child on that day. If the staff are unable to make contact with this person, they will attempt to contact the other individuals who are named on the Arriving and Leaving Registration Form. If it is impossible to arrange for anyone to collect the child within half an hour after the afternoon session ends, the staff will contact the Duty Social Worker at the Local Authority for further advice.

Arriving and Leaving Registration Form:

Child's name

These persons will be responsible for bringing and collecting my child / children to and from Dwylo Da :-

Name
Address
Phone numbers:- Home
Work
Mobile
Relation to the child e.g. mother, father, grandmother, grandfather

Name
Address
Phone numbers:- Home
Work
Mobile
Relation to the child e.g. mother, father, grandmother, grandfather

Name
Address
Phone numbers:- Home

Work

Mobile

Relation to the child e.g. mother, father, grandmother, grandfather

Name

Address

Phone numbers:-

Home

Work

Mobile

Relation to the child e.g. mother, father, grandmother, grandfather

You are required to present a photograph of those with permission to collect your child so that the staff recognises them. You can do this by arrangement with the Manager to be kept on file or through the medium of Facebook.

By completing this form, you give permission for the Nursery to release your child to the persons noted down by you.

- No child will be allowed to leave the Nursery with anyone other than those stated by you unless the parents / guardians have made prior arrangements.
- If the collection arrangements change during the day it is expected that the parents/guardians will contact the Nursery to confirm who is to collect their child.
- The Nursery staff will not allow any child to leave the premises with any one that is not named on your list or has been given verbal consent by the parents/guardians together with the presentation of a photograph for identification purposes.

Promoting Positive Behaviour

The children who attend the Nursery must be able to conduct themselves in a way that will ensure their own safety and the safety of others. The behaviour of the children is managed in a way that promotes wellbeing and development.

Meithrinfa Dwylo Da's aim is to have set guidance to help the child to develop an understanding of how important his or her behaviour is together with the effect his or her behaviour has on the environment and on others. As little as possible restraints will be made on the child's natural instincts to explore and develop ideas.

The Nursery staff will contact the parents/guardians if a serious incident takes place. All records of unacceptable occurrences are kept in the Behaviour Register.

If a child's behaviour affects other children's enjoyment, the staff will take the child to one side, explain to him or her that the behaviour is unacceptable, and encourage the child to apologize.

If a child's behaviour continues to be unacceptable, the staff will discuss the situation with the parents/guardians.

The Nursery retains the right to end a child's care contract if the child is frequently unreasonable and antisocial.

Punishing a child is not allowed in any form nor under any circumstance, however, physical force may have to be used in a crisis to prevent personal harm, harm to others or serious harm to property.

Bullying and Misconduct Policy

The behaviour of children is managed in a manner that promotes their welfare and development.

One of the aims of the Nursery is to provide reliable care in a safe and happy environment for all children who attend. The Nursery will support and promote positive behaviour such as kindness, respect for others and respect towards resources and property.

The Nursery will not tolerate behaviour such as bullying whether verbal or physical, discriminatory conduct, intentionally injuring others, swearing, cheek, antisocial or destructive behaviour or lack of respect for the equipment. Children are encouraged to inform staff about any such incident.

If a child is displaying behaviour that interfere with the enjoyment of others the staff will accompany the child aside and explain to him / her that their behaviour is not acceptable and encourage them to offer an apology.

If a child continues to behave unacceptably staff will discuss the situation with the parents / guardians.

The Nursery retains the right to terminate the agreement under these circumstances.

The staff will report to the respective parents/guardians on all occasions.

Missing Child Policy

Although every effort is made to safeguard every child throughout the period they are in the Nursery through the locking of all doors, gates, exceptional circumstances may arise where a child could go missing such as:-

- If the child wandered on his own around the building;
- If the child ran away from the Nursery.

If any of the above situations should occur, the staff will:-

- Inform all the staff at once and try to discover information about when and where the child was last seen;
- Whilst ensuring the safety and supervision of the rest of the children, one or two staff if possible will search the building, the outside of the building and the immediate vicinity;
- If the child is still missing after 15 minutes, the parents will be contacted and the police will be notified of the situation;
- The staff will continue to look for the child by extending the search area and keeping in constant contact with the staff at the Nursery.

After resolving the situation, members of staff will review the situation with the Board of Management and will set measures that will ensure that similar instances are avoided in the future.

Complaints Policy

The aim of the Complaints Policy is to ensure that a process is in place that allows any member of staff or you as parents / guardians to make a complaint and get a quick response to that complaint.

If you have a grievance or a complaint about the service or any other aspect of Meithrinfa Dwylo Da, in the first instance you should discuss the matter in an informal manner with the Manager. The Manager will discuss your concerns confidentially, make sensible investigations and try to resolve the matter quickly and fairly.

If you choose to make your grievance or complaint in a formal way, you can write to the Manager to state your complaints and your basis for stating your complaints and request a meeting.

If the Manager cannot resolve the difficulty to your satisfaction within 5 working days, you will be informed in writing and will be given advice as to how to take the matter further through an appeals process to the Board of Management.

On receipt of your appeal, the Board of Management will arrange to meet with you to discuss your reasons for appealing. The Board of Management will make its decision within 5 working days. The decision of the Management Board will be final.

If for any reason you wish to continue the process, you can contact Care Inspectorate Wales, Government Building, Sarn Mynach, Llandudno Junction. LL31 9 RZ – telephone number 0300 790 0126

The Board of Management is informed of all complaints and each complaint is handled sensitively and confidentially. Full records are kept of all cases.

Allegation against staff / volunteer

If an allegation or concern is noted about a member of staff the matter should be reported to the Responsible Individual / Person in Charge (the Manager).

If the staff member / volunteer has:

- behaved in a way that has harmed a child or could have caused harm to a child
- committed a crime against a child or has involved a child
- behaved towards a child or children in a manner that suggest that future harm could be caused if the person continues to have access to children

the Nursery must inform the Social Services Child and Care Inspectorate Wales without delay.

Allegation against Manager / Person with Care

If an allegation or concern is noted about the Manager (Person with Care) the matter should be reported to the Registered Person on the Board of Management.

If the Manager has:

- behaved in a way that has harmed a child or could have caused harm to a child
- committed a crime against a child or has involved a child
- behaved towards a child or children in a manner that suggest that future harm could be caused if the person continues to have access to children

the Nursery must inform the Social Services and Care Inspectorate Wales without delay.

Allegation against the Registered Person

If an allegation or concern is noted about the Registered Person the matter should be referred at once to the Person with Care (Manager) and the Board of Management.

If the Registered Person has:

- behaved in a way that has harmed a child or could have caused harm to a child
- committed a crime against a child or has involved a child
- behaved towards a child or children in a manner that suggest that future harm could be caused if the person continues to have access to children

The Nursery must inform the Social Services and Care Inspectorate Wales without delay.

Were appropriate the individuals facing the allegation will be suspended from work while a full investigation is undertaken.

A full, confidential record will be kept of any concern or allegation of abuse of a child who attends the Nursery, as well as a full record of any investigation

conducted and the steps which were taken. These records will be kept in confidence until the child is 25 years old.

Following any case or allegation of abuse the child will be fully supported by the staff of the Nursery.

TELEPHONE NUMBERS

Social Services Department, Gwynedd Council:

01766 772577

The Police in an emergency:

999

Whistleblowing Policy

It is important to Meithrinfa Dwylo Da that any case of fraud, misconduct or crime by employees or officers or any other aspect of the Nursery will be reported upon and treated appropriately.

This Policy is designed to encourage and provide opportunities for service users or staff should the need arise, to be able to state their concerns about issues they feel are inappropriate, and do so confidently and without malice and without fear of being persecuted or punished with the hope that their concerns are recognized and resolved quickly in accordance with the Public Interest Exposure Act 1998.

The Public Interest Disclosure Act 1998 provides protection for workers who raise legitimate concerns about specific matters. These are called "qualifying disclosures". A qualified disclosure is one made in good faith and in the public interest.

An appropriate act of whistle blowing is to declare that, in the opinion of the person making the declaration, one or more of the following is taking place, has taken place or is likely to take place in the future:-

- An infringement of the law
- The breaking of a legal undertaking
- Maladministration of justice
- Endangering the health and safety of any other individual
- Harming the environment/workplace

- A deliberate attempt to hide information which would reveal any of the above.

It is not necessary for the whistle-blower to have proof that such an act is taking place, has taken place, or is likely take place – a reasonable belief is sufficient. The whistle-blower has no responsibility for investigating the matter – it is the organization's responsibility to ensure that an investigation takes place.

The person expressing concerns:-

- Must be sincere
- Must reasonably believe at the time of making the declaration of concern that the information being provided is correct
- Must not be acting in his/her own self-interest
- Must be acting in the public interest

Those who wish to express a statement of concern should first do so to the Manager who will make every effort to resolve the issue.

If this is not possible because of the nature of the concern, it should be raised with the Board of Management, who will make every effort to resolve the issue.

The Board of Management will responds to the statement of concern within 10 working days setting out the proposed steps to be taken.

If this is not possible because of the nature of the concern, it should be raised with Care Inspectorate Wales who will make every effort to resolve the issue.

Meithrinfa Dwylo Da emphasises that it will not tolerate any harassment or persecution due to statements of concerns made in good faith and the Nursery will protect anyone who does so.

Meithrinfa Dwylo Da will strive to be fair with the person referred to in the statement of concern by giving them the opportunity to express their version of events / situation.

Meithrinfa Dwylo Da will respect the wishes of anyone who wishes to disclose concerns anonymously. However, some occasions could arise when those who have expressed their concerns are needed to make statements as part of evidence.

If malicious or vexatious claims are made under this Policy, the Nursery will consider the matter very serious.

NURSERY INSURANCE

The Nursery has been appropriately insured with a reputable company for the services it delivers.

CONFIDENTIALITY POLICY/GDPR

The Nursery aims to ensure that all personal information concerning staff, job applicants, and students on work experience, parents/guardians and all children are kept according to the required statutory laws.

Meithrinfa Dwylo Da is committed to ensuring the security and fair processing of any data we receive and conforms with the requirements of the General Data Protection Regulations 2018 (GDPR). The information collected pre-care and during the care of each child is used to enable Meithrinfa Dwylo Da to provide the best care possible and for no other purpose.

In accordance with childcare information storage regulations the information will be kept until the child turns 25 years old.

From time to time we are legally required to share relevant information with certain Government agencies such as Care Inspectorate Wales, who register, inspect and take action to improve the quality and safety of care services in Wales together with the Social Services at times, when necessary and medical professionals in emergencies.

If you would like to speak to a staff member concerning the above, please do not hesitate to ask.

Walking to and from School /Nursery School Policy

One staff member of Meithrinfa Dwylo Da staff is allowed to walk up to eight eligible children together from the Nursery to Ysgol Bro Llew/ Cylch Meithrin, Pen

y Groes on a daily basis to attend educational sessions at the school by arrangement which has been agreed upon between the parents and the school. We keep the children safe by holding hands and/or by using a child safety restrainer.

When the weather is unfavourable we can arrange for a local taxi to carry the children to and from the school with a staff member present at all times. Some staff members have insured their own cars to carry the children to and from the school. Meithrinfa Dwylo Da has purchased appropriate child safety seats for this purpose.

The Nursery aims to facilitate the arrangement by escorting the children safely to the school's sessions in accordance with the instructions of the parents/ guardians and then at the end of the sessions, escort the children back to the Nursery.

If a child becomes ill whilst at school, the school will be required to contact the parents /guardians rather than the Nursery and it is the responsibility of the parents/ guardians to collect the child from the school.

The responsibility of the child lies with the parents/guardians whilst they are at the school. The Nursery will not be available to discuss the child with the school or carry messages between home and school.

There will be no reduction in the core care due to this arrangement, i.e. daily and weekly fees continue to stand as they are.

Please contact the Manager if you need to discuss the service further or to discuss attending sessions in nearby villages.

Walking to and from School/Nursery School Form



We offer a service, which allows your child to attend nursery sessions at Ysgol Bro Lleu.

We do not escort the children to attend the primary school by 9am.

If you are interested in this scheme, please complete the table below regarding your child's needs.

NAME OF CHILD:.....

Time to deliver the child to school	Time to collect the child from school

I wish for staff members of Meithrinfa Dwylo Da to escort my child and/ or collect according to the above.

Signed

Date

We note that it is your responsibility to make the necessary arrangements with the School in terms of the availability of places together with any other relevant liaison.

30 Hour Child Care – Welsh Government

Eligible children could be entitled to up to 20 free hours of government-funded childcare during term time in addition to the 10 hours already provided by the Foundation Phase every week.

During 9 weeks of school holidays, parents will be able to access up to 30 hours of funded childcare.

Eligible children will be able to access the offer from the beginning of the term following their third birthday until the September following their fourth birthday when they begin full-time education.

Parents are able to choose any registered childcare setting that suits their personal and family circumstances, whether inside or outside of county, in agreement with the provider and the local authority. The childcare does not have to be delivered by the same provider as the Foundation Phase provision.

Who is eligible?

For more information visit [Cyngor Gwynedd's website](#).

Tax-Free Child Care

Tax-free childcare is a UK-wide Government scheme which covers England, Scotland, Wales and Northern Ireland. The scheme runs through an online childcare account which, if eligible, you can pay money into to cover the cost of childcare with a registered provider. There is an offline option for those who are unable to use the online service (via the childcare helpline).

You pay money into the online account and the government adds money (called a top-up) to the account. You can then use the account to pay for your childcare, providing your childcare provider is registered to accept payments from the scheme. You can only pay out for childcare where the main reason for it is to enable you to work.

Nursery Trips and going out for walks Policy



On occasions, when the weather is fine we take the children for a walk.

We adhere at all times to the appropriate standards of Care Inspectorate Wales with regards to staff/child ratio.

We always complete a risk assessment before going out of the building to ensure the safety of the children.

The staff carry a first aid bag and a mobile phone which has emergency contacts listed for each child, drinks for when the weather is hot and sun cream together with any medications should they be needed for any one of the children.

We may take the children to the café for a cake or to the shop, to the library, Plas Silyn, a picnic – something simple within the village, which is interesting and educational.

We always ensure that the children are properly dressed for the occasion.

At least one of the staff members who take the children out will be a trained First Aider.

The children can be taken in a buggy or pram or holding hands with a safety restraint attached.

The staff are responsible for the children's safety on trips outside the Nursery.

Please complete one of the following

Child's name:

I give permission for the Nursery to take my child/children out on walks.

Signed

Date

Child's name:

I do not give permission for the Nursery to take my child/children out on walks

Signed

Date

Taking a photo of your child for a particular purpose policy

The Nursery gives priority to the safety of the children in our care and this includes any misuse of images. Photos can be used for our treasure books, exhibitions on walls or for Early Years projects.

The photos are kept on the Manager's laptop in the Manager's office, which is locked at all times.



Please complete one of the following

Child's name:

I give my consent so that Meithrinfa Dwylo Da can take photos of my child with regards to the principles of the Foundation Phase

Signed

Dated

Child's name:

I do not give my consent for Meithrinfa Dwylo Da to take photos of my child.

Signed

Dated

Meithrinfa Dwylo Da Facebook



The Nursery has set up a Facebook page for Dwylo Da. The page is open to the parents/guardians and staff only to receive information about Dwylo Da.

Parents of children in the care of the Nursery only are be able to see their children's photos and those of other children in the Nursery taking part in daily activities.

Once the child's contract with Meithrinfa Dwylo Da ends, the parent's names will be removed from the list of those with access to the Facebook page.

We ask you not to share or tag a photo of your child/children if there is another child present in the photograph. This is extremely important to ensure that we can keep photographs of children within the private membership of the Nursery private.

Please complete one of the following

Child's name:

I give permission for the Nursery to include photos of my child/children on Dwylo Da's Facebook page.

Signed

Date

Child's name:

I do not give permission for the Nursery to include photos of my child/children on Dwylo Da's Facebook page.

Signed

Date

Sun Cream

On going out in the open air, staff will assess the need for sun cream to avoid burning and causing pain to the child.



Please complete one of the following

Child's name:

I give permission for Meithrinfa Dwylo Da staff to apply sun cream on my child/ children if required.

Signed

Date

Child's name:

I do not give permission for Meithrinfa Dwylo Da staff to apply sun cream on my child / children.

Signed

Date

Meithrinfa Dwylo Da Cyf. Policies and Procedures

This part to be completed and returned to the Manager please.

Parent/Guardian declaration

I have had the opportunity to read Meithrinfa Dwylo Da's Handbook and I confirm that I accept all the policies and procedures associated with the Nursery.

NAME

ADDRESS

CHILD'S NAME

SIGNED

DATE

Thank you for using our service.