



1. General Info

1.1 Climbing High Nurseries aims, and objectives have long been built upon a foundation of high quality childcare, fostering educational development and providing each and every child with a safe and happy environment. We strongly believe that the first few years of a child's life are crucial in their development, both from an educational and social standpoint, making early years education an integral aspect of society. At the heart of our practice is the constant drive to ensure we deliver, both first class educational development alongside a commitment to providing all children with a truly happy beginning to life.

1.2 Not only do we promise to strive in giving our children a robust educational platform, but we are as equally determined to foster a culture of inclusion, equality and a wide understanding of social tolerance and care for others.

2. Settling In

2.1 It is our intention to develop meaningful partnerships with all parents to ease this settling period and together foster an environment that the child feels safe and familiar with. Ultimately our aim is to ensure that all children feel safe, educationally stimulated and happy in the nursery, whilst also possessing a sense of security and familiarity with all members of staff. Likewise, we want parents to have confidence in both their children's well-being and their role as active partners, thus allowing us to tailor for each and every individual child's emotional and developmental needs. To support this, we encourage settling in sessions with yourself, your child and their keyworker which gives them security and a familiar face when they come for their first sessions.

3. Child Protection & Safeguarding

3.1 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 our single child protection policy and safeguarding policy, therefore should be used in conjunction with the other nursery policies and procedures.

3.2 Our nursery 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 and to be safe from any abuse in whatever form.

3.3 Unfortunately, in exceptionally rare circumstances members of staff may be required to take drastic action (Critical Intervention) to prevent a child causing serious harm to themselves, or others around them. During these rare scenarios staff members may be required to physically intervene in an urgent and forceful manner to ensure a child's safety.

4. Child Accident Procedure

4.1 The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it as soon as they collect their child.

4.2 Accident forms are checked monthly for patterns, with any irregular and consistent patterns to be further investigated by the nursery. The nursery manager will report any serious accidents to the registered person for investigation for further action to be taken.

5. Allergies and Allergic Reactions

5.1 At Climbing High Nurseries Ltd we follow a strict policy to ensure allergic reactions are minimised, or where possible prevented, and all staff are fully aware of how to support a child who may be having an allergic reaction. Upon registration with the nursery, the manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting. The information is then shared with all staff and is displayed in the nursery on an individual care plan, as well as, recording any allergies on abacus that is accessible through Dayshare.

6. Sickness & Illness

6.1 Children should not be left at nursery if they are unwell. If a child is unwell then they will prefer to be at home with their parent(s) rather than at nursery with their peers. If a child becomes ill during the nursery day and deemed by staff as unfit to be at nursery, their parent(s) will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person where possible.

6.2 It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, conjunctivitis and chicken pox to protect other children in the nursery, which will be defined in the nurseries sickness policy. Illnesses of this nature are very contagious, and it is exceedingly unfair to expose other children to the risk of an infection.

7. Parents & Carers as Partners

7.1 We believe that in order for children to receive quality care, and early learning that suits their individual needs, parents and staff need to work together in a close partnership. The two-way sharing of information is key to this, which is why the nursery team welcomes parents as partners and should actively look to create and build relationships with parents and carers built on trust and understanding.

8. Free Childcare Funding

8.1 If you wish to take up your nursery education, you are required to complete and sign a 'Parental Declaration' on a termly basis, detailing how and when you will take up the funded hours. Our charges will not be made in respect of the funded sessions as detailed in the 'Parental Declaration', but we are entitled to make a reasonable charge for meals or additional activities provided during any funded hours.

8.2 As all Climbing High Day Nurseries are 52 Weeks a year settings we spread the total hours out across the 52 weeks of the year rather than just 38 Weeks. Doing this means the total available hours of funding comes to 1,140 hours across the year - or approximately 22 hours per week across 52 weeks.

9. Complaints and Compliments

9.1 Climbing High Nurseries actively supports an open forum of feedback and constructive discussions between the nursery and parents. We have clear procedures laid out in the Complaints and Compliments Policy, as we strive to deal with every scenario in a consistent and professional manner to ensure that any issues arising from these complaints are handled effectively and ultimately guaranteeing the welfare and happiness of all children.