

Safer recruitment (applicable to childminding services if you are employing assistants);

- Complaints;
- Child and Adult protection; (separate)
- Medication;
- Infection control;
- Promoting positive behaviour in early years (childminding and early years services only).

### Administering Medicines Policy

The parent / carer of any child requiring medicine during the time that they attend nursery must sign a medicine form.

The medicine form will stipulate what, when and how the medication must be administered, **all medicines must be clearly labelled and in their original container.**

The Nursery Manager or Practitioner is responsible for administering medication and must check that the correct medication is given to the child and witnessed by another staff member.

The Nursery Manager or Practitioner must sign the medicine form each time the medicine is administered and have the staff witness sign the medicine form to acknowledge that procedures were followed correctly.

All parents / carers must update the medicine form when they register their child at the start of each session. Without a daily signature, medication cannot be administered.

When collecting the child, parents/carers must sign the medicine form to acknowledge the details of the medicine administration. The medicine form is only acceptable for the medicine stated and no other similar types of medication i.e. if the course of antibiotics changes, a new form will need to be completed.

The nursery will administer non-prescription medication for a period of 3 days, dependant on the medication or the condition of the child. After this time medical attention should be sought.

If the nursery feels the child would benefit from medical attention rather than non-prescription medication we reserve the right to refuse nursery care until the child is seen by a medical practitioner.

All medicines are to be kept in a locked and clearly labelled container. All medicines must be clearly labelled with the child's name.

The nursery **WILL NOT** administer any medication unless a written consent is given for each and every medicine.

If the administration of medicine requires technical/medical knowledge then staff will receive training from a qualified health professional.

Children who have Ventolin inhalers have to carry this with them at all times. When they come into nursery they transfer their inhaler and spacer into a small orange rucksack, which nursery supplies, and this remains with them for the rest of the session.

If a parent does not want their child to carry their inhaler with them at all times they must advise the nursery, in writing, of this and state that they accept that there may be a delay in administering the medication due to time to collect medicine from safe storage.

### Complaints Policy

As a nursery, we aim to provide a warm and caring environment where all children can develop and learn as they play.

We believe children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. We hope that at all times you will be happy with the service we provide and that you might like to voice your appreciation to the staff.

Our intention is to work in partnership with parents and carers and we welcome suggestions on how to improve our group at any time. Complaints will be dealt with both professionally and promptly to ensure that any issues arising from the complaints are handled effectively and to ensure the welfare of all children.

If any parent has a cause for complaint or queries regarding the care provided by the nursery, they should in the first instance take it up with the Nursery Manager.

If the issue remains unresolved or parents feel that they have received an unsatisfactory outcome, then these concerns must be raised to the CEO. They will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log and will detail the nature of the complaint and actions arising from it.

If the matter is still not resolved, a formal meeting will be held with the parent, Nursery Manager and the Chief Executive. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the recorded document, sign to agree and receive a copy which will confirm the end complaint.

A record of all complaints will be kept in the nursery. Parents are able to access this record with prior warning to the Nursery Manager.

If you decide to contact The Care Inspectorate regarding any concerns you may have about your child's care or if you feel we have not handled your complaint appropriately the contact details are:

Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

0845 600 9527

### Infection Control Policy

Viruses and infections can be easily passed from person to person by breathing in air containing the virus produced when an infected person talks, coughs or sneezes. They can also spread through contact after touching a person or surface contaminated with viruses.

We maintain high hygiene standards in the nursery to prevent a virus or infection moving around the nursery environment. To do this we follow the infection control procedure:

- Encourage children to use tissues when coughing and sneezing to catch germs.
- Encourage the children to dispose of the tissues in a hygienic way and clean their hands using an antibacterial hand wipe.
- Ensure all staff wear the appropriate clothing when dealing with children who may have had a toileting accident. Staff will dispose of the protective clothing in the bins provided and wash hands immediately.
- The children's toilets are cleaned at regular intervals.
- All equipment will be cleaned on a regular basis by following a cleaning rota.
- The Nursery Manager retains the right of refusal of all children, parents, staff and visitors who are considered to be contagious and may have an impact on the welfare of the rest of the nursery.
- The nursery will ensure hand washing equipment and anti-bacterial hand sanitiser are maintained at all times.
- Staff will encourage the children to wash their hands after using the toilet and before snack and lunch.

### Hand Washing

Hand washing is the single most effective practice that prevents the spread of microbes in the nursery. There are many activities that expose both children and the staff to microbes and opportunities to spread them. However, the spread of microbes can be minimised by regular hand cleaning and good hand hygiene.

The children will clean their hands:

- Immediately before eating
- After using the toilet
- When they become very dirty
- Hand Cleaning Procedure

As the Stramash Nursery is based outdoors and does not have access to unlimited hot running water, it is necessary to divide the cleaning process into separate stages rather than achieving dirt removal and hand surface sterilisation in one process.

### **Stage 1 – Dirt Removal**

The aim of this stage is to remove all surface dirt and to begin sterilisation – but sterilisation will not be completed in this stage alone.

Step 1: Where thick dirt is present, it will be removed by washing the hands in a bowl of water, using soap and a gentle soft bristle brush.

Step 2: Where only a thin layer of dirt is present, this will be removed using antibacterial hand wipes – again accepting that this will only begin and not complete the skin surface sterilisation process. Where only a thin layer of dirt is present, children will move straight to this step.

### **Stage 2 – Sterilisation of the skin surface**

The aim of this stage is to sterilise the hand skin surface.

Step 3: Excess moisture will be removed from the skin surface using paper towels to improve the effectiveness of the hand steriliser.

Step 4: Sterilisation of hands skin surface will be achieved by applying and rubbing waterless anti-bacterial cleaner over all surfaces until it disappears and the hands feel dry. Only after this stage will the hands be considered to be clean.

Where there is no surface dirt e.g. after investigating rock pools, stage 1 may be bypassed moving directly to Stage 2 with the hands dried and then sterilised using the anti-bacterial cleaner.

Where the hands have clean, dry surfaces, the child can move directly to the final part – Step 4 applying waterless cleaner and rubbing into all hand skin surfaces until dry.

## Positive Relationships and Behaviour Policy:

Stramash has a duty of care to ensure that all children who attend are settings are Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, and Included as set out by the national policy document *Getting it Right for Every Child* (2006). In addition to this we have a responsibility to protect our staff and take steps to give them training and support so that they feel safe in the workplace.

We aim to create within all our settings, environments that positively engage children in their play and learning. As the environment is shaped and moulded by the thoughts and input of the children we hope that all children feel supported by the environment.

Stramash have a healthy approach to risky play in the nursery environment. By supporting children to take risks on their own terms, experience healthy stress, but also role-model and support them to deal with that stress in a healthy way, we are creating the building blocks of self-regulating behaviour. Children will also be creating and developing their own personal strategies for recognising and managing their emotions.

Working as a staff team, we also create a nursery climate that is nurturing, empathetic, and supportive of all children that attend our settings. We firmly believe that by taking a relational approach and role-modelling emotionally positive behaviours to our children, we are supporting the development of their skills to do so in their own interactions with others.

We are aware that at times, children may display distressed behaviour which may be seen as aggressive or violent. We work to the principle that **all behaviour is communication**, placing an onus on staff to build positive relationships with all children and families who attend Stramash, so that they can best understand them and their individual support needs.

Stramash as an organisation also recognises that all children are individuals and therefore there isn't one magic cure-all approach to supporting distressed behaviour. Staff work together to employ a variety of interventions, approaches, and plans to support the child based on the strengths and needs.

### **In light of this knowledge we have some basic principles:**

-If children harm another child or damage property there must be *consequences* for their actions, but not *punishments*. For example; putting a child in time out or a naughty step is a punishment, asking children to leave a play area as they are being unsafe towards other children is a consequence of their action.

-All incidents of distressed behaviour are followed up using a restorative approach with both the child that demonstrated the behaviour and the children who were impacted by the behaviour. Children are given the opportunity to talk through how they were feeling, how they thought others might have been feeling, how their

actions impacted on others, and are supported to find a positive way to resolve the situation.

-If children are in a pattern of repeatedly experiencing distressed behaviour, the team will put into place a Behaviour and Learning Support Plan. The Behaviour and Learning Support Plan should be created in conjunction with all staff, parents/carers, other agencies, and when appropriate the child. The plan should take into account the child's own needs and set out clear guidelines for all that work with the child on how to best support them. The plan should not only support distressed behaviour, but also help staff recognise when to intervene before distressed behaviour occurs.

-Staff will always seek to employ the least intrusive intervention first. However, we do recognise that in an extreme situation, when there is immediate fear for the safety of a child, or others around them, that we may need to physically intervene for the safety and well-being of all involved. Stramash are aware that any physical intervention of a person by another person is an emotional experience for both involved. Staff and child will be given opportunities to discuss what happened at an appropriate level and parents/carers will be informed as well. Staff will only use physical restraint if undertaken appropriate training such as CALM. Training in restraint only means that this is another tool that staff have to use in extreme situations, but in all situations should will use the least intrusive intervention first.

-Stramash will always seek to work in partnership with parents/carers and other agencies. Stramash will always seek training or support as appropriate for the needs and wants of the parent/carers and their child.