



PROSPECTUS

Alvaston Street,
Alvaston
Derby
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We are a GOOD nursery.

Registration number: EY421215

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Welcome

Welcome to Diamond Day Nursery. Diamond Day Nursery opened on 15th August 2011 and has been developed to meet the needs of "today's parents" and their children. Diamond Day Nursery is here to provide top quality care by providing extensive and varied facilities to meet the needs of children from 3 months to 12 years.

The Nursery was registered by Ofsted in July 2011 and is owned by Chrisdina Hanrahan.

We are a newly established Ofsted registered Children's Private Day Care facility for children, Ofsted registration number is EY421215. We are located on the corner of Alvaston Street and Green Lane in Alvaston, Derby, formally Sisters of Mercy Convent.

Here you will find a warm welcome where we endeavour to meet the individual requirements of all our family's needs. We value communication between parents and staff which supports a smooth settling in process to the nursery for all children. We have a large outdoor play area and garden to allow the children to explore, have fun, be independent, make choices and support child development for which we follow the Early Years Foundation Stage (EYFS). We provide a school drop off and pick up service for children attending St. John Fisher School, Oakwood infants and Alvaston School. Safety and security are of paramount importance to us; therefore we have CCTV cameras installed in all rooms and there is full CCTV monitoring at the main entrance.

We aim to provide Good Quality Care and Education through qualified staff, providing your child with a safe, happy, stimulating and varied day. Each room provides a number of activities relating to the age group, which will help your child to develop to the best of their ability. These activities are planned through the Early Years Foundation Stage curriculum to cover all areas of learning and development and equip your child for their journey through nursery to school.

Please read the information contained in this booklet carefully. It is important to both you and your child.

We offer a range of flexible services to parents, including full and part-time care and education, before and after school clubs and holiday care.

We also offer 15 hours free childcare for 2, 3 & year olds who are eligible, 30 hours extended Funding and Tax-Free Childcare.

To find out if you are eligible for 15 hours free childcare please contact the Childcare and Families Information Service (01332 642610).

For more information on help towards childcare costs for working parents please visit:

www.childcarechoices.gov.uk

Opening Hours

We are open Monday to Friday 07.30 – 6.00pm all year round for 5 days a week, closing on all bank holidays and for one week at Christmas.

Monday – Friday	07.30 – 6.00 pm
Morning Session	07.30 – 1.00 pm
Afternoon Session	1.00 – 6.00 pm

Development Areas of The Early Years Foundation Stage (EYFS)

Our Nursery aims to provide a wide range of different play experiences within a planned curriculum ensuring that children are safe and secure. Within our curriculum, all practitioners will respect differing, cultural experiences and individual needs of the children.

Early Learning goals will be organised in seven areas as follows:-

- Personal, Social and Emotional
- Communication & Language
- Physical Development
- Literacy
- Mathematics
- Expressive Arts and Design
- Understanding the World

The principles which guide the work of all early years practitioners are grouped into four themes:

Every child is a **unique child**, who begins learning at birth and can become resilient, capable, confident and self-assured.

Children learn to be strong and independent through **positive relationships** with their parents and carers and with others, including their key person at their early years setting.

A positive **environment** – in which children’s experiences are planned to reflect their needs, and help build their confidence, and in which there is a strong partnership between early years practitioners, parents and other professionals – is crucial if children are to fulfill their potential and learn and develop well.

Children develop and learn in different ways and at different rates. All areas of learning and development are important and are inter-connected.

The Team

Staff at Diamond Day Nursery have all obtained a minimum Level 3 certificate in Child care and Education, unless otherwise stated.

The Nursery's SENCO is: Olivia Belgrave

Designated Safeguarding Officer: Lucy Brown

Manager Charlotte McVitty

Deputy Manager Lucy Brown

Assistant Deputy Manager Olivia Belgrave

Practitioners Nickyla Alliston
Samantha Stevenson

Emma Anderson

Gemma Lamb

Francesca Payne

Apprentice Kirsty Boulter

After School & Holiday Club Practitioners Sadie Brian

Chef Paul Link

Bank Staff Sadie Brian
Lee Harvey-Atkins

Diamond Day Nursery is committed to training and developing all staff members in order to give parents and their children a quality childcare service at all times.

All staff have achieved NVQ Level 3 or equivalent qualification in Childcare and many of our team members have studied further to achieve higher qualifications.

Staff are encouraged to further their own development by undertaking further training appropriate to the needs of their role.

Most staff are qualified in other areas such as:

- Full Pediatric First Aid for children and babies
- Basic First Aid
- Basic food hygiene
- Safeguarding Children
- Equality and Diversity
- Dignity in the workplace
- Behaviour Management
- Nutrition and Health
- Infection Control
- Health & Safety
- Leadership & Management

Diamond Day Nursery ensures staff undergo a thorough recruitment process and employment is only guaranteed upon receipt of a Disclosure and Barring Service (DBS) check (formally a Criminal Records Bureau, CRB). We also seek two references for all new staff members including the most recent employer.

New staff members follow a two day structured induction into their new roles at Diamond Day Nursery.

Partnership with Parents / Carers

Parents and carers are the most important people in a child's life. They are the child's first teachers. Mums, Dads and carers have watched and cared for their child from the first moments of their life.

We at Diamond Day Nursery know how vital it is that staff maintain close links with parents/carers. These are many ways for both of us to build such a partnership;

We will:

- Give you time and opportunity for questions
- Provide your child with gentle introduction to the nursery suggesting that you stay until your child is happy and settled
- We provide regular written reports of activities and progress to share with you
- Provide information to you on health issues, behavior management and first aid

- Invite you to parent evenings to share and discuss your child's progress
- Appreciate you sharing information on your child's interests likes/dislikes and development so we can help your child to settle

It is our policy at Diamond Day Nursery to develop a good working relationship with parents and carers. Formal and informal opportunities will be offered to all parents/carers to discuss their child's development progress and any other issues concerning the welfare of their child whilst in the care of staff at the Nursery.

Parents will at all times be informed of any social events or open evenings by newsletter, verbal, leaflets or posters.

If you have a concern:

If you have a concern about your child, a member of staff or with the nursery, please ask to speak to a member of staff in private, we are all here to help. If you do not wish to speak to a member of staff we have a suggestion box located in the main entrance where you are able to post your concerns anonymously. The concern will then be dealt with by the manager with the strictest of confidence.

Complaints Procedure

If any parent/carer should have cause for complaint, they should in the first instance take it up with their child's keyworker. If the matter cannot be resolved with the key worker it will be referred to the Nursery Manager who will endeavor to resolve the matter. If after discussions you are still not happy then you may raise the matter with:

Chrisdina Hanrahan, Director, on 07903684104
The Early Years Directorate of Ofsted on 0300 123 1231
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

Staff are here to help at all times; we hope that if ever you do have any complaints it is resolved promptly within the Nursery. Please do not hesitate to come and discuss any matters with us. Any comments or ideas from parents or carers are always valued.

For parents/carers who are non-English speaking or have any impairment or disability of any kind, every reasonable effort will be made by staff to effectively meet their individual needs, seeking help and assistance when necessary.

Extra Sessions:

If you require additional sessions to those you have previously registered for with the nursery we will endeavor to meet your needs in line with nursery ratios. Extra session must be paid for in advance and sessions will be charged at the normal rate accordingly. Extra session may be displayed on your following invoice.

Session Swapping:

Diamond Day Nursery are not permitted to swap a session unless for exceptional circumstances at the digression of the Manager. If you wish to change your agreed hours we require four weeks' written notice. Swapping or changing will only be agreed if there is space available on that particular day; staff: children ratios permitting. Refunds cannot be given if a session swap cannot be fulfilled.

Sickness:

- If your child is absent through illness fees are still payable in full.
- If your child is sent home due to vomiting or diarrhea they will not be allowed to return to the nursery for at least 48 hours after their last bout.
- If your child is given antibiotics they can return to the nursery after any contagious period has passed.
- Children will only be administered medicine if it has been prescribed by the doctor. The label must have their name clearly visible and in date, we will only follow instructions on the label stated by the Doctor.
- We can ONLY administer Calpol should your child require it due to high temperature or general appearance of being unwell and ONLY if a consent sheet has been signed.
- Please always inform the nursery if your child will not be attending their session so that staffing and activities can be adjusted.

Medication / Illness

The Nursery is happy to administer prescribed medication to a child as long as they are well enough to be at Nursery. Parents/Carers will be asked to sign a medicine sheet when bringing their child to nursery. We are only able to administer Calpol if your child shows any sign of being unwell i.e. high temperature; we **cannot** administer Calpol for any other reason unless it has been stated by the child's doctor. We will administer prescription medicines as long as the medicine has been prescribed for the child by their doctor and the label can clearly be seen.

We are unable to administer any other over the counter medicines. If your child becomes unwell while at nursery or we feel your child is not well enough to be at nursery we will telephone you to come and collect your child. If your child has sickness/diarrhea the nursery requires 48 hours clearance before they return. This is to comply with environmental health regulations to prevent the spread of infectious illnesses.

Security:

No child will be allowed to leave the nursery with anyone unknown to staff without prior notice. In an emergency where we are informed by telephone, proof of identity will be required on arrival and a password system is in operation.

Holidays:

If your child is on holiday you will still be charged full fees.

We will be closed for all Bank holidays and closed for 1 week at Christmas where currently no charges will be made. Closing dates for Christmas will be displayed around the nursery throughout December.

If your child is not coming in to nursery for any reason please ensure you telephone us as soon as possible this is to ensure that staffing ratios are upheld.

Termination of Place:

Diamond Day Nursery has the right to refuse to provide childcare if your payments fall into arrears.

Diamond Day Nursery requires one month's written notice to terminate a child care place

If for any reason you decide you no longer require a place for your child, we require one month's written notice or a month's fees paid in lieu.

Behaviour Policy

Unacceptable behaviour displayed by children is approached in a positive and helpful manner. Staff will work in partnership with parents to discuss any possible causes and/or changes in a child's life which may be contributing to a child's behaviour. If there are no obvious changes we may look closer at the child's physical and communication development using ECaT and ECaM tools kits. Parents will be asked for their input on these tools.

Smacking or any formal corporal punishment is forbidden. Our policy is to give a child 'time out' if they display any unacceptable behaviour. Two warnings are given before a "time out" and an explanation of why the behaviour displayed is unacceptable. If the unacceptable behaviour is repeated a third time they are then asked to sit away from any activities and depending on their age asked to think about how their actions affect others. After a short period of time the child will then be asked to apologise and invited back to the activity using positive encouragement.

Staff praise the children as much as possible.

Our policy is to reward good behaviour through praise and stickers; occasionally we may devise a reward chart within a room.

Safeguarding

The following procedures will be followed in all cases of suspected physical, sexual or emotional abuse, or serious neglect upon a child in our care. They will be followed regardless whether the alleged or suspected perpetrator of the abuse is a parent, guardian, carer, family member or a member of staff. Any member of staff who has suspicions or allegations of child abuse has a duty to inform the Designated Safeguarding Officer. Staff allegations are report to Local Authority Designated Officer (LADO). Children's Social Care should be contacted for advice or to make a referral as soon as possible after a concern has been identified.

Written records of any areas of concern regarding child protection of all children will be kept confidential at the Nursery.

An explanation of any injury to a child who arrives at Nursery will be requested by staff and recorded on a home incident form.

Equal Opportunities

Every effort is made to treat each individual as a person in their own right with equal rights and responsibilities to any other individual of a similar age, whether they be adult or child. Discrimination under sex, race, religion, colour, creed, marital status, ethnic or national origin or political belief has no place in the Nursery and should any person believe that this policy is not totally complied with, it is their duty to bring the matter to the attention of the Nursery Manager at the earliest opportunity.

Personal Possessions:

Diamond Day Nursery discourage parents / carers from sending their children in their best clothes as we cannot be held responsible for any damages or lost items, although we take every precaution, such as aprons where necessary for painting and messy activities etc. clothing can sometimes still be left marked/stained.

Please discourage your child from bringing any toys into the nursery as this can cause conflict with the other children when they are not willing to share, we cannot be held responsible for any damage or loss for any items bought to the nursery.

Students

Students are accepted whilst on their NVQ or BTECH course.

A member of staff is assigned to a student and they are responsible for signing any work they produce such as, their placement attendance sheet, this is overseen by a member of management.

Students are not included in our staffing ratios and are not left alone with children.

Packed Lunches

Children that attend for their funded hours have the option of providing a packed lunch. Please see our packed lunch policy for more information. To encourage children to select healthy options in their life we have devised the following guidelines for parents:

A healthy lunchbox and snack should contain:

- A portion of fruit and/or vegetables, (dried or fresh).
- A source of protein this could be from meat, fish or hummus
- A starchy food such as bread, pasta, rice or noodles
- A source of dairy such as cheese, yoghurt or fromage frais
- A biscuit, not chocolate coated, and/or other savory snack

Packed Lunches should avoid having the following items:

- Confectionery such as chocolate bars and sweets
- Sausage roll, pork pie and other such processed products
- Fizzy drinks

Children are always supervised in the dining room. We encourage the children to be social when at the table, talking about what they are eating, where their foods come from, and any cultures, ethnic or faith surrounding the food.

We want to work with parents to inform their children about healthy eating and making healthy choices. Educating them to make healthier choices when they are older.

Any food that is not eaten will be put back into the child's lunch box and sent home for parents to see what their child has and has not eaten.

For more information on Healthy Eating in Early Years please visit the web page below:

Change for Life

<http://www.nhs.uk/change4life/Pages/nurseries-childrens-centres-supporters.aspx>

Nursery Policies:

Diamond Day Nursery policies can be accessed at any time and can be found in: the main entrance and the office.

Accident / Emergencies

Our Nursery team consist of trained Paediatric First Aiders and the Nursery is fully equipped for accidents and injuries. All staff are aware of the locations of the first aid boxes and their first aid training is kept up to date. If your child has an accident whilst in our care, they will be treated (i.e. cold compress applied) and you will be asked to sign an accident sheet when you collect

your child to verify you have been informed. In the case of a serious accident we will contact the nominated parent/carer, if this is not possible we will seek medical attention for your child i.e. take them to the hospital, we will take along all their details whilst trying to contact you. A Home Incident form will be completed to record any injury that has occurred at home.

Contact Numbers / Addresses

It is essential that we have an up-to-date home/work contact number and correct address for you whilst your child is at Nursery in case we need to contact you in an emergency.

Late Collection

Please ensure you collect your child promptly. If you collect your child after the time they are registered for you will incur a late collection fee. Please see Nursery fees for details.

The Nursery closes at 6pm. If your child is not collected by 6pm we will charge you a late collection fee per 10 minutes overdue. This is because we are obliged to keep a minimum of 2 staff members behind for security and insurance reasons. The late collection fee will be required on collection and applied to your account.

Clothing

During the course of the day your child will be involved in various messy play activities (sand, water, paint, dough etc.) aprons will be provided but occasionally accidents do happen so we ask that you do not send your child in his/her best clothes. We would appreciate it if you could provide a spare set of clothes clearly labeled with your child's name in a bag or rucksack. It is also necessary to supply appropriate outdoor clothing suitable for our outdoor play activities (please make sure that all clothing is clearly labeled with your child's name). If possible, we access outdoor play at all times of the year, each week we also visit a small woodland for outdoor learning, therefore your child will need a coat and suitable footwear, i.e. wellies.

Sunny Weather

All staff ensure that when we have sunny weather all children have sun cream applied to them before participating in any outside play. The children are encouraged to rub the sun cream on themselves. We advise that you apply an all-day sun cream prior to attending nursery each day.

The Nursery is unable to provide sun cream. Parents/Carers are asked to provide unopened sun cream, clearly labelled, for their child, once opened staff will record the date on the label. We also ask that parents/carers provide a sun hat for their child. Every effort is made to ensure that babies are kept in the shade at all times and all children are offered drinks regularly to avoid dehydration.

We try to avoid the hottest part of the day between 11:30am – 1:00pm. Children are encouraged to play indoors during this period, however, these times cover Nursery lunch times.

Nursery Fees

Fees are payable monthly in advance according to our current scale of Fees and Charges. Please contact the nursery for up-to-date information and any changes to the fees below.

Payments above £50.00 must be made via bank transfer/standing order. Cash payments of £50.00 or less may be made within the nursery. Always ensure you are issued with a receipt.

The parents/carers of new starters are required to pay a registration fee to secure their child's place at a cost of £50. Children accessing funded hours only do not pay a registration fee. This is in line with government policy.

To terminate your child's place please submit your request in writing, stating the date in which the letter is submitted and the date of the last day you wish your child to attend, we require a calendar months' notice or payment in lieu.

All attendance at Nursery is subject to our Standard Terms & Conditions of Service, details of which are available on request.

We currently do not charge for days when the Nursery is closed e.g. Christmas week & Bank Holidays.

If your child is ill or on holiday full fees are payable.

An administration fee is charged for each week payment of fees remain outstanding.

Full week: Care from 07.30am to 6.00pm Monday to Friday (All meals included)	£182.00
Full Day: Day-care from 07.30 to 6.00pm (All meals included)	£40.50
Short Day: Day-care from 9:00am to 3:00pm (limited spaces available, lunch included)	£30.00
Morning Session: Morning care from 07.30am to 1.00pm (breakfast, snack, dinner included)	£27.00
Afternoon Session: Afternoon care from 1.00pm to 6.00pm (snack, tea included)	£27.00
Before School Club: (Alvaston School)	£7.50
(St John fisher School)	£7.00
(Oakwood)	£7.50
Care from 07.30 including breakfast and drop off to school)	
After School Club: (Alvaston School)	£10.50
(St. John Fisher School)	£7.00
(Oakwood)	£10.50
Pick-up from School, homemade afternoon tea and care until 6.00pm	

Fees include all in-house activities and meals appropriate to the time of day. We serve breakfast up until 08.30am, a 2 course freshly cooked lunch and afternoon tea plus snacks served in the morning and afternoon. Drinks are available throughout the day.

Other charges:	
Hourly fee: (only for use in conjunction with one of the sessions / wrap around care, see Manager for details)	£4.25
Lunch: (Lunch is provided with the morning and daily sessions)	£2.00
Late collection Charges: (A Charge for every 10 minutes delay in collection)	£10.00
Sibling discount: (applied to 2 nd and/or 3 rd child, when 2 or more children are attending the nursery) Discount is applied to the Total fee of the second child.	10%
NHS workers: (proof of employer to be provided prior to discount being applied) proof will be required every six months- one year and must be shown to be entitled to discount	10%
Settling in sessions	
We offer each new child 3x2 hour settling in sessions free of charge	

Discounts are not applied to 'wrap around care' / hourly fee, meals or late collection fees and only one discount may be applied per customer.

New Children

Children who are new to the nursery are offered x3 two hour settling in sessions.

We advise that the settling in sessions are taken the week prior to your child's start date at Diamond Day Nursery.

During the first two-hour session, you are required to stay with your child and help settle them in, this also provides a good opportunity to speak with your child's keyworker about their routine and their general needs whilst in our care.

The second two-hour session we ask that you stay with your child to settle them in and then leave the room for a short period to complete any paperwork required.

The third session we ask that you settle the child in, leave them for a full one hour and then return 20 mins prior to ending to settle your child within the room once again. We generally find that by their third visit they are ready to start their place, however if we feel they are not settling too well and would benefit from more visits we will advise this, if your child is still struggling to settle we may advise that your child's keyworker has a home visit so your child can get to know them in their own environment where they feel more secure and confident.

Car Park

When parking your car please be respectful to other users. Please park your car in an appropriate place and do not block the entrance to the Nursery, please also be extra vigilant when driving, reversing and turning in the car park due to small children.

If you are entering or leaving the nursery during St. John Fisher School's opening hours, between 8.40am and 3.15 pm, please be aware of children and parents in the road and parking in the surrounding area, these are busy times for the School and extra care should be taken. During the times of 8:40am – 9:00am and 3:15pm – 3:35pm, Green lane is inaccessible due to pedestrian traffic of school children.