

# Behaviour Management Policy

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<b>Revised</b>	Annually



## **Behaviour Management Policy**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them. Children should be free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards an environment in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this;

- All adults in the nursery will ensure that the nursery rules with regard to behaviour are applied consistently, so that children have the security of knowing what to expect and can build up good and positive habits of behaviour.
- All adults will provide a positive, role model for the children with regard to manners, respect, friendliness, care and courtesy.
- Adults in the nursery will consistently and frequently praise and endorse desirable behaviour such as kindness, willingness to share and respect.
- Children who misbehave will be given one-to-one adult support in evaluating what is wrong and supporting them towards a better pattern of more positive behaviour.
- Where appropriate this might be achieved by a period of "time out" with an adult.
- In cases of serious misbehaviour, such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately. This will be through discussion rather than personal blame.
- In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Adults will not shout, or raise their voices in a threatening way.
- It will not be permitted for any adult to physically chastise or punish a child at any time.
- Adults in the nursery will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.
- Recurring problems will be tackled by the nursery, in partnership with the child's parents, using objective observation records to establish an understanding of the cause.
- Adults will be aware that some types of behaviour may arise from additional support needs and barriers to learning.

### **Intervention and Physical Restraint –Policy and Practice**

In the unlikely event that the above Behaviour Management Policy fails, and a child's behaviour requires physical intervention, the procedure outlined below would be implemented:

- Whatever the incident, physical punishments or the threat of them, will not be permitted.
- When possible, adults will aim to distract and re-direct the child's attention.
- Adults will not use any form of physical intervention, e.g. holding, unless it is the only practicable means of securing the welfare of the child, or to prevent personal injury to the child, other children, and an adult or serious damage to property.
- Where physical intervention is appropriate, this will be achieved with the minimum force and for the minimum time. Staff will be trained in CALM techniques as appropriate.
- Any such incident is recorded and the parents/carers informed of the incident as a matter of priority.

### **Nursery Rules and Expectations**

In partnership with children and parents we will work together to develop a caring, considerate environment in which all children are entitled to learn effectively.

As self-discipline is at the heart of effective learning, children at KingsWellies Nursery are encouraged to be responsible for their own behaviour and actions.

Parents are actively encouraged to share responsibility for the behaviour of their child. They are able to contact the Nursery Director or nursery staff, just as the Nursery will contact them in the same circumstances.

In consultation with parents, staff and the children, we have set down simple, realistic codes for our children and they are expected to obey them.

These codes or 'Golden Rules' are posted up throughout the nursery and are discussed at appropriate times e.g. class discussions, circle time etc.

### **KingsWellies Golden Rules**

#### **The children will:**

- Be considerate towards others – adults and peers, in or out of nursery
- Be caring towards others – kind, friendly and polite.
- Be rewarded for good behaviour – through use of praise, stickers, stars etc.
- Be expected to make good effort, taking a pride in what they produce.

#### **Do**

- Be gentle
- Be kind and helpful
- Work hard
- Listen to people
- Be honest
- Look after property

#### **Do Not**

- Hurt anybody
- Hurt people's feelings
- Waste your or other people's time
- Waste or damage things
- Interrupt
- Cover up the truth

### **Rewards**

Rewards for children who keep these rules are many and varied:

- Verbal praise – a quiet word, a public word, positive written comments
- Non-verbal – a smile, thumbs up, pat on the back etc.
- Certificates, stickers, medals etc.
- Receiving a team point / marble for the jar / raffle ticket.
- Being sent to another staff member for praise.
- Being sent to the Nursery Director for praise and a treat from "The Magic Drawer"

The merits of good behaviour are made quite clear. We believe it is essential to highlight good behaviour and to have the highest expectations for our children at all times.

# Confidentiality, Information Sharing & Data Protection Policies

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## **Confidentiality Policy**

This policy exists to protect children, parents, carers, families and staff and to ensure that everyone using the nursery is absolutely clear about issues of confidentiality and what the procedures and routines are in respect of this matter. It is also in place to protect and respect the privacy and dignity of all children within KingsWellies Nursery.

At KingsWellies Nursery, we respect every parent and every child's rights to confidentiality, privacy and dignity.

This will include information related to:

- Medical details
- Marital status
- Parent's employment situation
- Court orders – concerning child's residence or contact with family members, including foster children and Social Work Department placements.
- Child protection – where there is cause for concern, staff pass on relevant information following the set procedures without parental knowledge. This is the only exception to the policy of open information to the parent.
- Religion
- Addresses and phone numbers
- Child development records and reports – shared with parents, staff and relevant professionals and schools at appropriate times.

In order to respect the privacy and dignity of our service users, it is essential that information be kept within these boundaries. It is therefore expected that staff (including students):

- Do not discuss children / parents / carers outside the nursery
- Do not discuss other people's children with a parent / carer
- Do not discuss children / parents / carers in nursery where they may be overheard
- Only discuss confidential information with outside agencies with the permission of the Nursery Director

Parents / carers will be made aware that records are kept on their child and that information may be shared with staff where necessary. Parents / carers have access to their child's records.

Files are kept in a locked filing cabinet in the main office. They will only be accessed by staff who are bound by the confidentiality policy.

Personal information relating to health matters will be kept available and accessible to those who need it in the main office and in children's own individual Care Plans and Chronologies. No personal information will be kept in open access documents (e.g. diaries).

All staff records are kept confidential and in a locked filing cabinet within the main office. Staff may see their own records at any time.

## Who is Responsible?

- It is the responsibility of all members of staff to ensure that all confidential information including personal records for children, parents and staff remains confidential and within the confines of the setting.
- The information stored in the nursery files and individual Care Plans about the children is available only to setting staff and the individual child's parents. This information is stored securely within locked filing cabinet and locked cupboards in each playroom.
- Parents and carers should feel that they can talk to a member of setting staff in complete confidence. This information will not be shared unless it is in the best interests of the child. If the information is shared, parents should feel secure that only nursery staff will be privy to this information. Parents will be asked for their permission if the information is to be shared out-with the nursery.
- Any information given to us about parents or children at the nursery will be treated with the utmost respect and privacy and will remain confidential to all except for nursery staff. (Please note: staff will only be informed of any confidential information, if it is important to the welfare of the child).
- Any information that a child gives us will be treated with the same confidentiality as that of their parents. If a child wishes to give us information that they do not feel they can share with their parents, we are obliged to treat that information in strictest confidence, unless it is of detriment to the welfare of the child.
- Any information that a parent wishes to give us about their child will be treated in strictest confidence. This information will not be shared with outside agencies without permission and if wished may be kept within the confines of the conversation.
- Where a staff member feels that it is in the best interests of a child to pass on information, they will discuss this with the Nursery Director in the first instance and appropriate action will be taken.
- No member of staff will discuss individual children (unless it relates to the activities of the day) out-with the nursery with anyone other than the child's parents / carers, or without the parents' permission.
- All confidential information will be kept within the confines of the nursery and will not be removed unless it is in e-format and password protected.
- All members of nursery staff will be aware of the confidentiality policy and procedure and will be required to accept and sign the nursery confidentiality agreement.
- At all times any information given by the parents or the children will be treated with the safety, dignity and wellbeing of the children in mind.
- The nursery will consider any unauthorised sharing of information as a serious offence and will take appropriate disciplinary action against anyone who breaks the confidentiality agreement.
- All parents should note that in cases where there is a child protection concern, the nursery has a legal responsibility to share this information, and as such it does not fall within the scope of this policy.

If you wish to speak to us about this policy please contact the Nursery Director.

## **Information Sharing Policy**

### **Purpose of Policy**

To ensure that where information about a child or their family is required to be shared with other agencies, it is done so in a legal and ethical manner which will not impact on the personal rights of the child or their family.

### **Who is Responsible?**

All information about children and their families should be seen as confidential (with the exception of information gathered for the purposes of child protection). All members of staff have a responsibility to ensure that all confidential information is not shared outwith the setting unless there is consent by the child or family to do so.

### **The Law of Confidentiality**

In Scotland there is a portion of Scots Law that applies to confidential information; where information is shared which has an implied or explicit expectations of confidentiality then it should be treated as such. This includes all personal information about children and their families and can also include information that children or their families give you about personal circumstances.

KingsWellies Nursery has a Confidentiality Policy as well as this Data Protection Policy and these should be referred to if you have any questions about how your information is treated within the setting.

However, KingsWellies Nursery recognises that there are circumstances under which information about children or their families must be shared. In the event that this happens, you should be confident that information will only be shared if it meets the following criteria:

- When a child or young person is believed to be at risk of harm.
- Where there is evidence of serious public harm or risk of harm to others.
- Where there is evidence of serious health risk to an individual.
- When instructed to do so by court.

### **Consent**

Where the setting feels that it is in the best interests of a child or family to share personal information, KingsWellies Nursery will in the first instance ask you for your consent to do so.

We may also ask the child for consent if in the professional opinion of the Nursery Director / Manager, the child is able to make an informed decision. Where KingsWellies Nursery does ask a child for their consent, this will be respected regardless of the parent's wishes.

KingsWellies Nursery may ask you for explicit consent, this is where you will be asked to sign a consent form and given the information you need to make an informed decision. Alternatively we may ask you for verbal consent.

It is the practice of KingsWellies Nursery to ask for explicit consent unless it is impossible to do so.

Parents must be aware however, that where the need to share information meets the criteria above, then consent in any form will not be requested.

### **Justification for Sharing Information Without Consent**

Parents and children should note that their information will not be shared lightly and without due consideration. Where information is shared without implied or explicit consent by parents or children, the decision for this will lie with the Nursery Director and justification for the decision will be recorded for the purposes of monitoring and evaluation.

### **Subject Access to Information**

Parents and children should be aware that under current UK legislation they are entitled to access their information at any time. KingsWellies Nursery has a policy that any request for information must be made in writing to the Nursery Manager, giving 14 days' notice. Please note that where a personal copy of information is requested by a parent or child, a small processing fee may be charged. This will be added to your invoice for the month in which the request is made.

### **Information Sharing with Other Agencies**

KingsWellies Nursery will not ordinarily share information with other agencies without the consent of the family or the child. KingsWellies Nursery would request that all parents' consent to information sharing. This will allow for the setting to better meet the needs of the child.

Other agencies which the setting may require to share information with (with or without consent) can include:

- Social Work - Children and families
- Health Services
- Police
- Other voluntary sector organisations who are jointly caring for the child.

Parents should be aware that KingsWellies Nursery makes all reasonable efforts to protect children and their families' privacy and will not share information unless it is required to do so in the best interests of the child.

If you have any questions regarding this policy please do not hesitate to contact the Nursery Manager.



## **Data Protection Policy – Access to Personal Records**

### **Purpose of Policy**

To ensure that where information is stored or processed, steps are taken to ensure that this information is stored or processed in accordance with the Data Protection Act 1998.

KingsWellies Nursery is committed to keeping personal information about children, parents and carers and staff as secure as possible.

### **Who is Responsible?**

It is the responsibility of all members of staff to ensure that personal information about children, parents and carers and colleagues is not shared with individuals outside the setting.

The Nursery Director / Manager has overall responsibility to ensure that all personal information is kept safe and secure and in compliance with the Data Protection Act 1998.

### **How is Personal Information Stored?**

Personal information including:

- Children's details such as name, address, date of birth and medical information.
- Parent's information such as name, address, telephone numbers, and bank details.
- Staff information such as name, address, telephone numbers, bank details, national Insurance number and qualifications.
- Accident records
- Incident records
- Restraint records
- Administration of Medication Records.

May be stored in 2 forms:

1. Paper: paper copies of personal information are stored in a locked cupboard or filing cabinet which has limited access to staff members and no access for parents. Parents should feel secure that their information and information about their children is not accessible to anyone apart from themselves and KingsWellies Nursery staff as appropriate.
2. Computer: any information that is stored on computer will be held in accordance with the Data Protection Act 1998. Parents will be asked for their permission to store their personal details on computer when registering their children. Access to information stored on computer is limited to certain staff members. All nursery computers are password encoded and only KingsWellies Nursery Management and administration staff are in possession of the password. If any parent would like access to their information stored on computer, then they must be accompanied by a member of staff who will display only the requisite information. The staff member will remain in the room with the parent to ensure data protection for all other all other children and families.

If you have any questions about this policy please do not hesitate to contact the Nursery Manager who will be happy to advise you.

All parents should note that in the event of a child protection concern, then information about children and their families may be shared with relevant agencies, without the consent of parents.

# Contingency Plan - Positional Statement

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### **Contingency Plan - Positional Statement**

The purpose of this Contingency Plan is to safeguard the safety and wellbeing of service users in the event of a sudden closure of the KingsWellies Nursery.

In the event of sudden closure, the following steps would be undertaken as a matter of priority:

1. All parents / carers informed immediately – telephone calls made as necessary.
2. Closure information to be posted on nursery website immediately
3. A designated Parent Helpline to be set up.
4. All staff informed immediately – face to face contact.
5. Children retained in KingsWellies Nursery for as long as possible prior to closure, in order to ensure a smooth transition period to their next child care setting.
6. Nursery Director to make direct contact with other nurseries in local area in order to ascertain spaces and to provide alternative provision for KingsWellies children.
7. Nursery Director to contact local schools / Aberdeenshire and Aberdeen City Councils to ascertain spaces for children in 3 – 5 age range.
8. KingsWellies staff to be re-distributed to other nurseries (where appropriate) in order to ensure continuity of staff and stability for children.
9. Nursery Director to work in partnership with Care Inspectorate to support other partner providers to extend provision if possible. Additional staffing, resources and equipment to be provided by KingsWellies Nursery in order to support alternative childcare provisions for all children.
10. Nursery Director to fully support parents to ensure appropriate information on alternative education options for all children is available and accurate.

# Adverse Weather Policy

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# **Adverse Weather**

At KingsWellies Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves.

If any of these incidents impact on the ability of the nursery to open or operate, we will contact parents via phone/email.

We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

## **Flood**

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

## **Snow or other severe weather**

If high snowfall or another severe weather condition such as dense fog, is threatened during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow or other adverse weather we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact the Care Inspectorate to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

## **Heat wave**

Please refer to our sun care policy.

# Critical Incident / Lock Down Policy

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# Critical Incident

KingsWellies Nursery takes the health, safety and welfare of all the children we care for, staff, parents and stakeholders very serious. The nursery will take every precaution necessary to ensure that no critical incidents occur. Staff will remain vigilant at all times to reduce the risk of a critical incident occurring. With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Death or serious injury as a result of violence, accident, self-harm and/or sudden traumatic illness
- Building collapse
- Riot or civil disorder
- Natural and/or man-made incidents
- Pandemic illness
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents occur and impact on the ability of the nursery to operate, we will follow the subsequent procedures.

## **We will:**

- Use a code word to alert staff.
- Gather the children and staff into one large group. They will then be transported to safety.
- Reassure all children. Staff will keep all children in their room until given the all clear.
- Ensure all adults involved are aware of the situation.
- Consider locking or wedging doors closed. Close windows and turn off lights.
- Staff must remain calm and the most senior member of staff must assess the situation:
  - What has happened?
  - Where?
  - When?
  - How many involved?
  - How it affects the setting?
  - What to do next?

What to do next will largely depend on the type of situation. However, the following procedures may apply:

## **Emergency Services**

Dependent on the type of incident, the correct emergency department will be called on 999. The type of emergency will be stated with the full address –

**KingsWellies Nursery, Prime Four Business Park, Kingswells Causeway, Kingswells, Aberdeen, AB158PU, 01224741175.**

## **Evacuation**

In the event of an evacuation, children will proceed to the fire assembly point (if safe to do so). If this is not safe to do, then the children will be escorted to The Village Hotel in Prime Four.

## **Parents**

Parents will be called at the first available opportunity. If they are unavailable, the setting will use the emergency contact numbers. Staff will be reminded that as soon as parents are informed, they will need advice and support.

We recognise that other parents will need to be given brief, accurate information as rapidly as possible. We will ensure that this happens by:

- Calling a short meeting when the parents/carers collect children
- By talking to parents/carers when they arrive at the next session
- Letters may be sent home with each child
- Emailing parents in order to keep them fully informed

## **Informing Other People**

We will ensure that:

- We make regular checks to ensure that if an incident of this sort does happen, we have all the necessary phone numbers at hand. These will be correct, up to date and kept together.
- If the Owner is not on the premises, she will be informed as soon as possible.
- If the police are called, then the Aberdeen Safeguarding Team and Care Inspectorate are also informed.
- We will provide the following information to the Aberdeen Safeguarding Team and Care Inspectorate:
  - What happened?
  - What systems are in place for preventing such occurrences?
  - What we did, at what time and in what order?
  - Who we informed and when?
  - We will cooperate fully with any investigation.

## **Recording**

We will start to build a record as soon as is possible in our Incident Log. This will include:

- The type of incident
- What happened and how
- How many children were on the premises
- How many adults were on the premises and who were they
- What steps have been taken, when and by whom

## **Dealing with the reactions of our Stakeholders**



We accept that the children's parents may be frightened, distressed and angry dependent upon the type of incident. We understand that staff involved in the incident may also be affected by the incident.

As a setting, we share all policies with parents/carers. This ensures that there is an understanding of working within a framework of mutual trust and cooperation.

We accept that in such circumstances powerful emotions are involved and people's behaviour can be unpredictable. Those who may seem quite calm at the time, can later become angry. We will be clear about the circumstances surrounding the incident and will respond sympathetically to questions without implications or admission of responsibility. Staff and children will be monitored and changes in behaviour noted. If applicable, we may suggest counselling to deal with the effects of the incident.

### **Dealing with the Media**

Distressed parents may contact the local press or reporters may hear about the incident if the police are involved. It is sensible for one person (usually the Owner) to be the one who speaks for the setting all adults will be asked to refer all enquiries to the agreed spokesperson.

The spokesperson for the setting is: Kerry Robertson.

### **Flood**

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide **\*care in another location/\*parents with alternative arrangements in sister nurseries/\*options for childcare facilities in the local area.**

### **Fire**

Please refer to the Fire Safety Policy.

### **Burglary**

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The duty manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry, etc.
- A duty manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

### **Abduction or threatened abduction of a child**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of Visitors Policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery we have the following procedures which are followed immediately:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

**Bomb threat/terrorism attack**

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

**Other incidents**

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The nursery manager will notify the Care Inspectorate in the event of a critical incident.

**After the Incident**

- We will review our current policies and procedures
- We will evaluate processes and make necessary adjustments to ensure future effectiveness

**Contacts**

- Emergency Services – 999
- Care Inspectorate – 0345 600 9527
- Aberdeen Child Protection Team – 01224 306877 / 0800 731 5520
- Prime Four
  - Management Suite – 01224 749170
  - Out of hours/Security – 07624 151 848
- Nursery Fire Marshalls
  - Kerry Robertson – 07595 447 596
  - Laura Barry – 07814 236 828
  - Caroline Reid – 07972 092 751

# Lock Down Policy

## Lock down procedure

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

- Management will alert staff by telephone/in person.

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the centre of the room so they are not placed at risk or are able to see any situation developing outside.

The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The manager on duty will manage the situation dependant on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been alerted by the police or local area authority then the nursery will await further instructions.

Once the all clear has been given externally the manager will issue the all clear internally. After this time the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one to one time with their key person to talk about these.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned.

# Food Hygiene Policy & Kitchen House Rules

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## **Food Hygiene Policy**

The Nursery Director of KingsWellies Nursery accepts that he/she has a duty under the Food Safety Regulations Act to;

- Ensure that appropriate systems and programs, including Hazard Analysis and Critical Control Points (HACCP) and food hygiene training are in place
- Establish a positive attitude towards food safety
- Ensure that private contractors employed by KingsWellies Nursery adhere to the provisions of this policy
- Establish reporting responsibilities and structures in food safety and ensure that line managers and supervisors are aware of these responsibilities
- Monitor the food safety performance of all staff and take corrective action where the need is identified
- Ensure all food activities are undertaken in accordance with the Food Regulations and this policy
- Ensure that audits of food safety operations are undertaken regularly

KingsWellies Nursery Staff, have a duty under the Food Safety Regulations Act to;

- a) Ensure all food activities are undertaken in accordance with the Food Regulations and this policy
- b) Establish a positive attitude towards food safety
- c) Co-operate in the implementation of the food safety policy
- d) Report non-conformance with food handling or production procedures however minor to the Nursery Manager / Nursery Director
- e) Be aware of good food hygiene practices especially when working with more vulnerable groups such as elderly, infirm or very young
- f) Practice good personal hygiene and report any personal illness where the disease may cause a hazard to food safety

### **Update to Food Safety Procedures**

#### **Entier Ltd**

**Entier Ltd** will provide all food within the nursery environment i.e. Breakfast, Morning Snack, 2 Course Lunch, Afternoon "Mighty" Snack.

Entier Ltd have full responsibility for all food safety and food handling procedures within KingsWellies. Entier Ltd have full management responsibility for the food operation within KingsWellies Nursery.

#### **KingsWellies Nursery Staff**

**KingsWellies Nursery Staff** will support children when involved in curricular activities involving food preparation e.g. baking, smoothie making etc. They will also serve ready-prepared meals to the children.

All KingsWellies staff will have training in basic food hygiene principles. Food Hygiene Training will be reviewed and provided for all staff every 3 years. Infection Control and Risk assessment training will also be provided for all staff as appropriate'.

Good practice will be adhered to at all times by KingsWellies staff when handling and preparing food with the children i.e. appropriate staff: children ratio, hand washing procedures by all staff and children, use of aprons, all food dated and packaged appropriately, etc.

Good practice is detailed as appropriate throughout the attached KingsWellies Nursery Operational Policies and Procedures.

## Guidance for Food Handling

This document outlines the principles, that need to be understood by KingsWellies Nursery employees, temporary employees, parent helpers, and volunteers who produce meals, snacks or fundraise.

### Who May Handle Food

Handling of food can be placed into two categories:

#### a) High Risk Foods (mostly protein)

High risk food handling, storage and preparation must be by trained and certificated staff or persons under the supervision of trained or certificated staff, such personnel could be Entier staff or KingsWellies staff who are trained in Food Hygiene.

All high risk foods must be purchased from a reputable/recognised commercial source

A non-exhaustive list of high risk foods would be

<b>Meats</b>	<b>Soup</b>
<b>Poultry</b>	<b>Dairy Products</b>
<b>Shellfish</b>	<b>Egg Products</b>
<b>Fish</b>	<b>Cooked Rice</b>
<b>Gravy</b>	<b>Filled cakes</b>
<b>Stock</b>	<b>Sandwiches</b>

#### b) Low Risk Foods

Low risk food handling, storage and preparation can be undertaken by any adult/competent person. Low risk food hygiene, relies on the use of low risk foods and a basic common sense approach to food handling.

Tongs or disposable gloves must be used for unwrapped food.

Low risk may be purchased from a recognised commercial source or may be part of a fundraising fete.

Where applicable "use by/sell by" dates must be complied with as should any specific storage instructions.

Some examples of low risk food:

<b>Biscuits</b>	<b>Pancakes (no fillings)</b>
<b>Jams</b>	<b>Scones (no filling)</b>
<b>Toffee</b>	<b>Butteries (no filling)</b>
<b>Washed Fruit</b>	<b>Fruit Cakes (no filling)</b>
<b>Individual wrapped commercial foods</b>	<b>(i.e. crisps, cheese, sweets)</b>

### Risk Assessment of Food Production

Where food is part of a KingsWellies Nursery activity/curriculum then a risk assessment (Hazard Analysis and Critical Control Points HACCP) must be undertaken to determine specific hazards and risks. The person in control of the food preparation area has the responsibility of ensuring that a suitable risk assessment (Hazard Analysis Critical Control Points HACCP) is prepared. Where advice is required, this should be sought from your local Environment Health Office.

**Assessment will cover all areas from:**



- Sourcing of suppliers
- Delivery/receipt of goods
- Storage
- Preparation and Processing
- Packaging
- Serving
- Storing / hot and cold holding
- Transport of food
- Distribution of cooked food
- Handling/serving food
- Cleaning
- Sale of foods
- Waste disposal

### **Fundraising - Fetes, Barbeques and Events**

#### **The main issues here are:**

- Correct preparation of food
- Correct storage of food
- Displaying food to prevent spoilage
- Contamination and avoiding high risk food
- Trained persons for barbeques

The Nursery Director / Nursery Manager or supervisor of the stall or event needs to advise all those supplying and/or preparing food for the event of basic food hygiene principles. The co-ordinator must also keep details of everyone supplying high risk food, including name, address and product details.

The Director/co-ordinator of these events should check “use by” or “best before” dates of foods and ensure that packaging is not damaged. Any such concerns should be referred immediately to the supplier and/or to the local Environmental Health Officer.

- All food should be transported so as to prevent contamination.
- Transport cold food in an insulated container with ice or cooler block.
- Food should be placed in/stored in, clean, well-sealed containers that are used for food only.
- Unpacked food needs to be protected from customers, insects and contaminants such as dust and dirt.

Wherever unwrapped food is being handled, appropriate hand washing and utensil washing facilities must be provided.

Contact your local council Environmental Health Officer to discuss any additional requirements, particularly with regards to safety at barbeques.

### **Food Safety in Nurseries**

The main issues here are:

- Trained personnel
- A risk assessment for the food activities
- Personal hygiene
- Food preparation and the handling environment

Food safety is mostly common sense, and this guideline will help KingsWellies Nursery to comply with the Food Safety Law

### **Food and the Curriculum**

The main issues here are:

- Risk assessments for the food activities
- Formulation of hazard controls HACCP
- Personal hygiene
- Storing food correctly
- Preventing cross contamination when handling food
- Trained personnel

KingsWellies Nursery staff will be trained to elementary food hygiene level.

When food is prepared or handled as part of a classroom teaching programme, nursery staff should use such opportunities to model good practice in food handling.

Food is an important part of everyday life. A good diet is essential for health and well-being. The food industry is one of Scotland's largest sectors and provides an interesting and rewarding career path.

KingsWellies Nursery Staff will be encouraged to include food activities in the curriculum to introduce children to a healthy diet and the different types of work performed in the food industry.

In activities where children are encouraged to cook or assist with the preparation of food, a full risk assessment is required before commencing the activity.

Food safety should be part of the food curriculum.

When food is handled in the nursery classroom, the following topics need to be addressed:

- The risk assessment
- The risk of hot surfaces, sharp instruments, boiling liquids
- The risk of food contamination (poor preparation)
- Personal hygiene practices
- How to report damaged equipment
- Hygienic Food Preparation Practices
- Safe Storage and Display Practices
- Cleaning Procedures
- Instruction where high risk food is to be taken home and/or reheated

### **Hazard Analysis**

- Identify potential food safety hazards, which may cause harm to consumers /staff/ children/third parties.

### **Hazard Control**

- Determine how identified hazards are to be controlled
- Identify points you need to control.

### **Monitor Controls**

- Respond (corrective action) if controls are not met.
- Keep records to show all control procedures are in place and have been completed.  
I.e. cleaning procedures

### **Training Plan**

The Nursery Director will formulate a staff training plan in conjunction with local and national guidelines and requirements.

### **Personal Hygiene Practices**

Good personal hygiene is essential to ensure that food is not contaminated with food poisoning bacteria or other material such as foreign objects or chemicals.

Hands and other parts of the body can transfer food poisoning bacteria to food.

Every food handler must maintain a high standard of personal hygiene and cleanliness. Hair, jewellery and clothing can also contain and spread bacteria.

Food handlers who are ill or those who have wounds or infections, can transfer food poisoning bacteria to food. Where a food handler is ill or has been told by their doctor to avoid food handling they should inform their line manager who will take the necessary action.

### **Hand Washing**

Wash hands before handling food. Always wash hands:

- After visiting the toilet
- After handling raw food
- After using a tissue, coughing or sneezing
- After handling refuse
- After changing nappies
- After handling pets
- After smoking
- After touching hair or other body parts







Thoroughly wash hands, including back of hands, wrist. Between fingers and under fingernails. Use soap and warm water for thorough hand washing. Dry hands with a paper towel or an electric blow dryer.

## Personal Cleanliness

- Tie long hair back or cover it.
- Wear limited jewellery, plain banded rings and plain sleepers.
- Wear clean protective clothing over normal clothing.
- Store personal items and spare clothes away from the food handling area.

## Effective Hand Washing Techniques

Food handlers must be trained and verified as competent in an effective hand washing technique. This is particularly important where there is a risk of cross contamination between raw and ready-to-eat foods. The following steps should always be included:

Wet your hands thoroughly and apply liquid soap		
	Rub Steps	
	1	Rub palm to palm to make a lather.
	2	Rub the palm of one hand along the back of the other hand and along the fingers.  Then repeat with the other hand.
	3	Rub palm to palm with fingers interlaced.
	4	Rub the backs of the fingers with opposite palm with the fingers interlocked  Then repeat with the other hand.
	5	Clasp and rotate the thumb in the palm of the opposite hand.  Then repeat with the other hand
	6	Rub backwards and forwards over the palm with clasped fingers.  Then repeat with the other hand
Rinse off the soap with clean water and dry your hands hygienically with a single use towel. To ensure washed hands do not come into contact with the taps, use a clean single use towel to turn the taps off.		

Please note: if after washing, your hands are not visibly clean, then the Hand washing Technique has not been effective and should be repeated.

### **Illness and Injuries**

All wounds or cuts on hands or arms are to be completely covered with a waterproof dressing or bandage. (Must be colour coded where food preparation is undertaken.)

If the wound is on the hands, disposable gloves must be worn over the top of the wound strip. Both wound strip and gloves must be changed regularly.

### **Reporting Illness/Exclusion**

There is a requirement to report illness that may present a hazard to food safety and to exclude people from food handling duties where there is any likelihood of causing contamination of food.

Food handlers suffering from any of the complaints listed on the 'Return to Work Questionnaire' found at the end of this sub-section, must be excluded from food handling until they have fully recovered.

It is good practice to encourage staff to also report if anyone in their household is suffering from diarrhoea, stomach upset or vomiting. The law puts the responsibility on employers to satisfy themselves that no food handler poses a risk to food safety.

### **Exclusion/Return to Work after Illness**

It is recommended that staff should not return to work until they have been free of gastro-intestinal symptoms (vomiting/diarrhoea) for 48 hours. Staff who have been taking anti- diarrhoea medication should not return to work until they have been symptom-free for at least 48 hours after stopping use of the medication.

Certain infections including dysentery, *E.coli* 0157, typhoid and paratyphoid require formal exclusion and then medical clearance before returning to food handling duties. A 'Return to Work Questionnaire' can be found at the end of this sub-section.

Please note some individuals may have medical conditions that cause changes to bowel habits which are not associated with a risk of infection. In such cases, only a change in bowel habit associated with a possible infection should be considered significant.

### **Protective Clothing**

- All staff working in the food preparation area should wear suitable, clean protective clothing, which should be changed and laundered regularly at a suitably high temperature, in order to protect the food you are preparing.
- If protective clothing becomes contaminated from handling raw food it must be changed before handling ready-to-eat food. The use of disposable plastic aprons is recommended when carrying out any activities where raw foods are being handled and where there is a risk of protective clothing being contaminated by raw foods.
- Hand washing should take place after removing contaminated clothing and before putting on clean protective clothing. Rules on the safe use of protective clothing must be written in the House Rules at the end of this sub-section.

### **Food Preparation Practices**

Food naturally contains bacteria and some food may contain food poisoning bacteria. Foods need to be handled correctly to ensure that they do not become contaminated, and that the bacteria already in the food do not have an opportunity to grow. If raw food is cooked thoroughly, most of these bacteria will be killed. However, if raw food comes into contact with other food which has already been cooked, or is ready-to-eat, the bacteria can transfer to this food, this is called *cross- contamination*. For this reason, it is important to keep raw food totally separate from cooked or ready-to-eat foods.

## **Receiving Food**

Ensure that the food being provided is safe.

Ensure that the food from a reputable / registered business.

Where frozen foods are supplied, ensure that they are being transported in a refrigerated food vehicle. The temperature of deliveries, must be below the manufacturers recommendations (below 5C)

Deliveries of dry goods (such as bread and cans) should be checked for packaging integrity. Look for blown or heavily dented cans, ripped packets, spillage from containers and inadequately wrapped bread.

## **Damaged Equipment**

Where damaged equipment is encountered

- This equipment should not be used, but
- Label the equipment as faulty
- Report the fault to the nursery manager for repair or replacement

## **Preparing Food**

Use separate utensils, chopping boards and other equipment for raw and ready-to-eat foods to avoid cross contamination. If this is not possible, thoroughly wash and disinfect equipment between uses.

Thoroughly wash all fruit and vegetables before use.

Look out for damaged food packaging. Do not use dented cans, leaking packs, cracked eggs, etc.

Where damaged equipment is encountered this equipment should not be used but, labelled as faulty, and the fault reported to the line manager for repair or replacement.

## **Handling Food**

Raw food, which is to be cooked, can be safely handled with bare hands. Hands must be thoroughly washed before and after handling raw meat and before handling ready- to- eat foods.

Cooked or ready-to-eat foods should be handled with utensils such as tongs, spoons, spatulas or disposable gloves. If such foods are to be handled then it is essential that hands are thoroughly washed.

If disposable gloves are worn they should be changed:

- At least hourly
- If they become torn
- Or if there is a change of task

Never touch food with gloves that have been used for cleaning.

The following are general operating procedures, which address hazard control more broadly and underpin a Food Safety Plan.

These include:

- Cleaning schedule
- Document how you clean your equipment and premises.
- Personal hygiene practices

Adopt appropriate procedures and facilities for your staff to ensure high personal hygiene standards.

Before disposable gloves can be used, you need to consider that disposable gloves can become a source of contamination and it is vitally important that you consider if gloves can be used safely in your business. The following points should be noted:

- Hands should always be washed thoroughly before putting gloves on
- Gloves must be disposed of if they are damaged
- Gloves must be changed if they are in contact with items such as money and must not be used to handle ready-to-eat foods.

**Note: Disposable gloves should never be used as an alternative to hand washing.**

Liquid Hand Wash meeting the BS EN 1499 standard (with disinfectant properties) is recommended for extra protection against cross contamination. Information on this Standard is found on the product label or by contacting the supplier or manufacturer.

Hygienic Hand Rubs meeting the BS EN 1500 standard can provide an additional level of protection against cross contamination and are recommended after hand washing where there is an increased risk of cross contamination, e.g. when raw foods have been handled prior to hand washing. It should be noted that hygienic hand rubs should never be used as a replacement for hand washing.

Note: to further reduce contamination by hand contact, consideration should be given to installing non-hand operable taps

- Pest Control Program
  - Develop procedures to eliminate and prevent pests in the premises
- Calibration Schedule
  - Carry out regular checks on measuring equipment (for example, thermometers) to verify that your measuring equipment is accurate.
- Waste Disposal Program
  - Document the way you handle your waste.
- Maintenance Of Equipment And Premises
  - Ensure premises and equipment are in good repair to prevent contamination of food.
- Internal Auditing And Review
  - A systematic check that your food safety program is effective and operating as it should.

## **Food Storage and Display**

Raw food naturally contains bacteria and some food may contain food poisoning bacteria. If food is not stored, displayed or transported correctly, these bacteria can multiply to dangerous levels. One of the most important factors for growth is temperature. The temperature range between 5C and 63C is known as the temperature danger zone. High risk foods must spend only the minimum possible time in this zone.

## **Storing Food**

High risk foods are those foods which contain meat (sausage rolls, meat pies, pork pies, pasties, bridies, sandwiches, gravies and stocks) dairy products (cream, soft cheese, cheeses made with unpasteurised milk) seafood, unwashed fruit or salads and cooked rice. These high risk foods must be temperature controlled.

- Keep food cold below 5C
- Keep food hot above 63C
- Reheat high risk food to 83C

The following foods are safe until their packaging is opened, dried food powders in their original packaging, jars, cans and other containers of food which have been processed by heat.

Check equipment, particularly the operating temperatures of refrigerators and freezers. Buy a thermometer and monitor temperatures. Report malfunctioning equipment to the Head Teacher, Unit supervisor immediately.

Store cooked foods separately from raw food. Raw food should always be stored beneath cooked food to prevent contamination from dripping liquids.

Ensure frozen foods are kept frozen. Defrost freezers regularly and do not overload them.

Cover food with lids, foil or plastic film. Once a can is opened, any remaining food should be transferred to a suitable container, not stored in the can.

Make sure food does not remain in storage too long, remember the first in first out principle.

Chemicals, cleaning equipment and personal belongings must be stored away from food preparation and food storage areas.

### **Cleaning Procedures**

Effective, regular cleaning is required to remove food residues and dirt from the storage, preparation and waste disposal areas.

Food residues and dirt may:

- Contain poisoning and spoilage organisms,
- Attract birds, rodents and insects.
- Act as a source of food contamination.

Effective cleaning and disinfecting will minimise the risk of food contamination and food poisoning.

A regular cleaning program ensures that:

- Cleaning is carried out systematically. For example, wash walls before work benches and work benches before floors.
- All surfaces, appliances and equipment that come into contact with food are cleaned and disinfected after use.
- Non-food contact surfaces (including walls) are cleaned as required.

A cleaning schedule will be used to ensure that cleaning is conducted in a structured and regular manner. It should detail:

- Cleaning tasks
- Frequency of cleaning
- Method of cleaning, including chemicals to be used.
- Person responsible for each task.

Consider using paper towels to clean up.

If using cloth towels, wash in hot water after every use.

When cleaning, clean and disinfect surfaces such as handles on refrigerators, drawers and cupboards.

Chemicals and cleaning equipment must be stored separately from food areas.

Toys and children's play equipment will also be cleaned thoroughly on a regular basis.



## **Cleaning House Rules**

What is the difference between Cleaning and Disinfection?

Cleaning is the process of physical removal of food debris, visible dirt and food particles from surfaces, equipment and fittings using hot water and detergent. Cleaning on its own will not remove all bacteria.

Disinfection is the process of killing bacteria and viruses following general cleaning. Any disinfectant used must be applied to a visibly clean surface and be of the following standard: BS EN 1276 or BS EN 13697

Note: Check the label of your existing products to see if they meet the BS EN standard. You may wish to contact your enforcement officer for a list of companies in your area that supply suitable cleaning and disinfection products.

Why do we need to Clean and Disinfect?

Cleaning and disinfection are vitally important for a number of reasons:

- To prevent food poisoning - proper cleaning and disinfection will facilitate the removal of harmful bacteria from surfaces and equipment and will help to reduce the risk of cross contamination.
- To remove physical materials which may contaminate food or attract pests.

What needs to be Cleaned and Disinfected?

All equipment and areas within food premises require to be kept clean. However, you must decide when disinfection is necessary. Please note disinfection will always be necessary as part of your cross contamination controls.

You should also clean and disinfect sinks, washbasins, taps and any other items that are liable to come in contact with food either directly or indirectly.

Equipment and surfaces which come into contact with raw foods should be disinfected, for example, chopping boards, utensils, food storage containers and pots.

Items that come into contact with food indirectly by hand contact should be disinfected as necessary, for example, light switches, taps, fridge door handles, sinks and wash hand basins.

Identify all food areas and equipment used and list them in your Cleaning Schedule.

Food waste containers, refuse waste bins and all waste storage areas should also be cleaned as appropriate.

## **Separation of Equipment during Cleaning and Disinfection**

### Dishwasher

Equipment and utensils used only for raw food and those used only for ready-to-eat food can be cleaned and disinfected together in a dishwasher, where there is evidence that the dishwasher can achieve an appropriate level of heat disinfection. The dishwasher must be used and maintained in accordance with manufacturer's instructions.

### Twin Sink

Equipment and utensils used for only raw food must be cleaned and disinfected separately from equipment and utensils used for only ready-to-eat food when using a twin sink.

## Cleaning and Disinfection Key Points

Cleaning chemicals should be stored away from preparation areas and should not contaminate food.

### Cleaning materials and equipment:

- Separate materials and equipment must be used for cleaning and disinfecting raw food handling areas, from cleaning materials and equipment used in the rest of the kitchen.
- Colour coding of cleaning materials is recommended as this provides visual confirmation of effective cross contamination controls.
- Dishcloths must be kept clean and should be laundered at a suitable temperature.
- Single-use cloths provide a reliable way of ensuring cleaning and disinfection does not present cross contamination risks and can be used on hand contact surfaces such as light switches, door handles and telephones to prevent spread of contamination.

Cloths, scouring pads and sponges which are re-used for on-going cleaning, must not become a source of contamination. It is recommended that the cloths are stored in a disinfectant solution between uses and rinsed under hot water after each use before being returned to the disinfectant. To ensure the disinfectant remains effective at all times, the solution strength must be used in accordance with the manufacturer's instructions. Please remember that frequent use and heavy soiling will require more frequent changes of the solution.

### Monitoring and Corrective Action

You must ensure that Cleaning Rules are implemented at all times. If a breakdown in controls is detected and a potential risk of cross contamination exists, it must be considered a serious incident and your corrective action would be to dispose of the food: clean and disinfect the surfaces and equipment.

All records of monitoring and the corrective action should be kept for an appropriate period of time, to demonstrate that your system is working effectively.

### Training

It is critical that all relevant staff are trained and verified as competent in your cleaning procedures that form part of your Cleaning Rules. This includes training on the correct disinfection techniques including correct dilution and application of chemicals, before working unsupervised. This training should be recorded in your Induction Rules.

### Action Plan

**The Cleaning Schedule is an essential component of your HACCP based system and must be kept up to date at all times. Your Cleaning Schedule needs to be written to reflect how you manage the cleaning in your business and be readily understood by all of your food handling staff.**

**Cross Contamination Prevention Rules** What is Cross Contamination? Cross contamination occurs when harmful bacteria are transferred from contaminated food to uncontaminated food,

### How does Cross contamination occur?

- **By Direct Cross Contamination** – contact between raw food and ready-to-eat food during transport, storage or preparation
- **By Indirect Cross Contamination** – spread of bacteria from raw food to ready-to-eat food via food handlers, equipment or surfaces. For example, indirect cross contamination can occur via refrigerator door handles, knives, chopping boards, work surfaces, chefs' cloths or cleaning cloths.

## Why is it important to prevent Cross Contamination?

Cross contamination has frequently been found to be the cause of food poisoning outbreaks. Bacteria in contaminated food are not visible to the naked eye and do not cause noticeable food spoilage or affect taste, smell or texture.

Importantly, ready-to-eat food must be protected from cross contamination at all times. This is because there are no further controls to protect your customers from the risk of food poisoning, once contamination has taken place.

**The risk of *E. coli* 0157 cross contamination must be considered and controlled in any food business where both raw foods and ready-to-eat foods are handled. Major *E. coli* 0157 outbreaks occurred in Scotland in 1996 and Wales in 2005 and were attributed to poor food handling practices which led to cross contamination.**

*E. coli* 0157 is a particularly dangerous organism because:

- It can lead to serious untreatable illness and even death
- It is reported to have a very low infective dose (less than 100 bacteria can cause illness)
- It has the ability to survive refrigeration, freezing and environments which have a low pH or reduced water activity

Which foods provide the main sources of Cross Contamination?

The following raw foods or ingredients present a potential source of cross contamination and should be handled with care:

- **Raw meat** such as beef, pork, lamb, chicken, turkey and game
- **Other raw foods** such as fish, shellfish and eggs
- **Vegetables and fruit** that have not been labelled as ready-to-eat and especially vegetables that are visibly dirty. Please see the table below for further information on fruit and vegetables.

In addition, water supplied must be fit for human consumption.

<b>Fruit and vegetables Not Ready-to-Eat</b>	<b>Fruit and vegetables Ready-to-Eat</b>
<p><b>Examples:</b></p> <p><b>Visibly dirty vegetables:</b> e.g. potatoes, leeks, carrots, some types of cabbage and lettuce</p> <p><b>Fruit, vegetables and salad</b> not labelled as ready-to-eat: e.g. apples, tomatoes, lettuce, white cabbage, herbs, spinach and watercress.</p>	<p><b>Examples:</b></p> <p><b>Pre-packed fruit, vegetables and salad</b> which are labelled as ready-to-eat.</p> <p><b>Fruit, vegetables and salad</b> which have been washed and prepared on the premises</p>
<p><b>Risk</b></p> <p><b>Visibly dirty vegetables</b> present a likely source of <i>E. coli</i> 0157 contamination.</p> <p><b>Fruit and vegetables</b> not labelled ready-to-eat. It must be assumed from the way these foods are grown or handled after harvest, that <i>E. coli</i> 0157 may be present, even if there is no visible evidence of contamination by dirt.</p>	<p><b>Risk</b></p> <p><b>Pre-packed fruit, vegetables and salad</b> labelled as ready-to-eat have been subjected to controlled procedures and do not present a risk to health.</p> <p><b>Fruit, vegetables and salad</b> which have been prepared on the premises need to be protected from contamination – especially if they are to be eaten raw.</p>
<p><b>Washing</b></p> <p>These foods must be washed in running water (and if necessary peeled) prior to consumption or further processing. If these foods are to be eaten raw, after they are washed (and if necessary peeled) treat them as ready-to-eat.</p>	<p><b>Washing</b></p> <p>These foods require no further washing.</p>
<p><b>Storage</b></p> <p>Store separate from ready-to-eat fruit and vegetables.</p>	<p><b>Storage</b></p> <p>Store as ready-to-eat</p>

You should decide if certain foods are to be treated as raw or ready-to-eat, this will be dependent on the final use.

### How can I prevent Cross Contamination from occurring at KingsWellies Nursery?

Think SAFE. Use the acronym SAFE to help you think about how you can separate raw and ready-to-eat foods and prevent cross contamination. SAFE stands for Staff, Areas, Food and Equipment and should be considered at each step in your process. Further information is available in the BEST PRACTICE table, found later in this sub section.

<b>Staff</b>	<ul style="list-style-type: none"><li>Consider having separate staff for different tasks. If this is not possible, restrict staff movement between raw and ready-to-eat areas. Ensure Personal Hygiene House Rules are followed at all times.</li></ul>
<b>Areas</b>	<ul style="list-style-type: none"><li>Introduce Physical Separation by setting up a Raw Food Area with its own identifiable equipment and utensils ( preferably colour coded).</li></ul>
<b>Food</b>	<ul style="list-style-type: none"><li>Always keep raw food separate from ready-to-eat food.</li></ul>
<b>Equipment</b>	<ul style="list-style-type: none"><li>Always use separate equipment and utensils for raw foods. It is particularly dangerous to use complex equipment, such as vacuum packing machines, slicers or mincers for both raw and ready-to-eat foods (dual use of equipment)</li></ul>

### How can I apply SAFE thinking at KingsWellies Nursery?

**Stage 1** – Think about the raw food coming into your business.

- Who handles it?
- Where is it received?
- Where is it stored?
- Where is it prepared?
- What equipment and utensils does it come into contact with?

**Stage 2** – Introduce Permanent Physical Separation

<b>Staff</b>	Limit raw food handling to specific staff members.
<b>Areas</b>	Designate a Permanent Raw Food Area where only raw food is handled.
<b>Food</b>	Always keep raw food separate from ready-to-eat food.
<b>Equipment</b>	Ensure that the equipment and utensils designated for the raw food area Identifiable. Colour coding is the most effective way to achieve this.

**Stage 3** – Train all staff to think **SAFE**

### What if I can't manage to introduce permanent Physical Separation?

Permanent Physical Separation of Staff, Areas, Food and Equipment is the safest way of preventing cross contamination. However, if you are unable to fully implement Permanent Separation, you should consider Temporary Separation measures. These measures may be applied to Staff or Areas, singly or in combination, but will not be appropriate for Food and Equipment. For example you may allow staff to handle raw and then ready-to-eat foods with controls, but still have a Permanent Raw Food Area.

Staff	Restrict raw food handling to specific staff at specific times and make sure that the Personal Hygiene House Rules are followed at all times.
Areas	<p>Identify a Temporary Raw Food Area for preparing raw food.</p> <p>The Temporary Raw Food Area should only be used for raw food at pre-arranged times.</p> <p>Never allow any food to come into direct contact with the work surfaces in your Temporary Raw Food Areas – e.g. always use chopping boards.</p> <p>This area may be used for handling ready-to-eat foods – but only after careful cleaning and disinfection (refer to the Cleaning House Rules for further information).</p>
Food	Always keep raw food separate from ready-to-eat food.
Equipment	The dual use of equipment for both raw food and then for ready-to-eat food is dangerous. Separate equipment is the only safe option.

#### IMPORTANT

The safety of Temporary Separation measures can only be relied upon if cleaning and disinfection practices and regular, rigorous hand-washing are strictly adhered to at all times. If you find it difficult to introduce either Permanent or Temporary Separation to your operation you should consider the following options:

- Check to see if additional space can be found elsewhere in the premises or consider changing your existing layout to improve Physical Separation
- Reduce raw food handling by ordering prepared meats such as sliced steaks, diced meats, boneless chicken and prepared vegetables
- Reduce raw food handling by purchasing pre-cooked meats and pre-washed ready-to-use vegetables
- Review your menu in order to reduce the raw foods being brought into your premises
- Simplify your menu to reduce raw food handling at peak times
- Scale down your operation in order to enable safe handling of foods

Contact your Enforcement Officer for advice and guidance

The table on the next page looks at each process step and shows you how to introduce Physical Separation in the **Best Practice** column. If you are unable to do this the **Good Practice** column gives you alternative options. Try to have the majority of your procedures following **Best Practice**.

## Guidance on Introducing Cross Contamination Controls

(Think **SAFE**. Try to have most of your procedures following **Best Practice**)

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
Delivery	<ul style="list-style-type: none"><li>• Arrange for raw foods to be delivered separately from ready-to-eat foods</li><li>• Where possible thermograph to temperatures</li><li>• Designate a member of staff to handle raw foods only</li><li>• Identify a Permanent Raw Food Area to receive and, where necessary, unwrap raw foods. Then take raw food directly to the raw food storage and dispose of wrapping materials safely.</li></ul>	<ul style="list-style-type: none"><li>• Ensure raw foods are adequately wrapped, packaged and stored separately from ready-to-eat foods the vehicle</li><li>• Where raw meat is being temperature probed on delivery, use a colour coded raw food probe</li><li>• Designate certain staff to handle raw food deliveries and ensure they adhere to Personal Hygiene House Rules before handling ready-to-eat food</li><li>• Identify a Temporary Raw Food Area where raw foods will be taken on arrival and, where necessary, unwrapped. Clean and disinfect the area thoroughly before being used again for ready-to-eat foods.</li></ul> <p>Remember: Raw and ready-to-eat foods must never be in direct contact with temporary work areas including worktops. Cutting boards and/or containers must be used.</p>

Process Step	Best Practice	Best Practice where Best Practice is not feasible
<b>Storage</b>	<ul style="list-style-type: none"> <li>• Designate a separate raw meat refrigerator/chill , freezer and use separate colour coded or otherwise identifiable lidded containers</li> <li>• Designate separate ready-to-eat food refrigerator/chill</li> <li>• Designate a separate storage area for unwashed, raw vegetables and fruit, which is away from visibly dirty vegetables, e.g. do not store salad foods with dirty potatoes</li> </ul>	<ul style="list-style-type: none"> <li>• If a refrigerator/chill or freezer is of a sufficient size, it can be used to store raw meat and ready-to-eat food at the same time. The raw meat must be placed in a designated permanent, identifiable and physically separate area</li> <li>• Remember : In shared storage , raw foods must be stored on the bottom shelves and always below ready-to-eat foods</li> <li>• In shared storage unwashed raw vegetables and fruit must be stored separately from ready-to-eat foods</li> <li>• Remember: When using shared storage there will be a greater requirement for hand washing and cleaning/disinfection to prevent cross contamination between raw and ready-to-eat foods</li> <li>• The outside surface of food containers must be disinfected before being placed in shared storage. Always use separate colour –coded ( or otherwise identifiable) lidded containers for raw food.</li> </ul> <p>Remember: it is not acceptable to use a container for raw food and then re-use it for ready-to-eat food.</p>
<p><b>Note 1:</b> Once vegetables are washed (and if necessary peeled) they can be stored as ready-to-eat</p>		
<p><b>Note 2:</b> Unless the label states that the product is ready-to-eat, you must assume that it will require to be washed ( and if necessary peeled) prior to consumption.</p>		



Process Step	Best Practice	Good Practice where Best Practice is not feasible
<b>Preparation</b>	<ul style="list-style-type: none"> <li>Designate a Permanent Raw Food Area within your kitchen: <ul style="list-style-type: none"> <li>- All raw food must be handled in this area</li> <li>- Only raw food must be handled in this area</li> <li>- Defrost raw food in the raw food refrigerator</li> <li>- Designate separate staff for handling raw food only</li> </ul> </li> </ul> <p>Note: unless the label states that the product is ready-to-eat, you must assume that it will require to be washed (and if necessary peeled) prior to consumption.</p> <ul style="list-style-type: none"> <li>Designate a permanent sink for raw food preparation</li> <li>Use separate colour coded/easily identifiable equipment and utensils for handling raw foods, e.g. knives, tongs, chopping boards, spoons, storage containers and cling film.</li> </ul>	<ul style="list-style-type: none"> <li>Identify a Temporary Raw Food Area and ensure that the area is cleaned and disinfected before being used for ready-to-eat foods.</li> </ul> <p>Remember: no food can be in direct contact with temporary work areas including worktops at any time. Cutting boards and/or containers must be used.</p> <ul style="list-style-type: none"> <li>Restrict raw food-handling to certain staff at certain times of day. Arrange the workflow to minimise staff alternating between raw and ready-to-eat food handling. Ensure strict hand washing procedures are in place.(refer to your Personal hygiene House Rules)</li> <li>When using the same sink for food preparation and cleaning and disinfection, ensure the sink is cleaned and disinfected between each use.</li> <li>It is not acceptable to have any equipment, utensils, containers or chopping boards used for both raw and ready-to-eat foods.</li> </ul> <p>Remember robust measures must be in place to prevent accidental use of equipment used for raw foods being subsequently used for ready-to-eat food</p>
<b>Note:</b> Bean sprouts not labelled ready-to-eat will require thorough cooking before consumption		

#### Additional guidance on Cooking and Cooling

- Organise staff, workspace and flow of foods to ensure total separation between raw and ready-to-eat foods during cooking and cooling.
- Never cool food in the raw food area
- Utensils used for handling raw food at the start of the cooking process e.g. ladles, spoons and spatulas should be used in such a way that there is no risk of cross contamination between raw food and ready-to-eat food
- A probe thermometer used for monitoring cooking temperatures must be identifiable for use for ready-to-eat food only

All records of monitoring and corrective action taken should be kept for an appropriate period of time to demonstrate that your system is working effectively.

## **Temperature Monitoring and Calibration**

It is important that high risk foods are maintained either

- Cold (below 5C)
- Hot (above 63C)
- Reheat (above 83C)

A thermometer should be used to keep a check on temperature- holding equipment to ensure that it is working correctly.

When using a thermometer to check temperatures, it is important that it measures accurately. For this reason, the thermometer must be calibrated.

Calibration should occur quarterly for example, at the start of each term.

### **Cold Calibration**

Ice point calibration is a simple way of calibrating a thermometer. The procedure for ice point calibration of thermometers is as follows:

- Crush ice into a container.
- Add enough pre-cooled water to form a slurry.
- Insert probe into the ice slurry.
- Wait three minutes and record temperature.
- The temperature should read 0C.
- If your thermometer varies by more than 1C (up or down) then it should be adjusted, or if that is not possible, replaced.

### **Hot Calibration**

- Boil some water.
- Insert the probe into the boiling water.
- Wait three minutes and record the temperature.
- The temperature should read 100C.
- If your thermometer varies more than 1C (up or down) then it should be adjusted or replaced.

Digital thermometers have a limited battery life, and the batteries should be replaced regularly to maintain their useful life and accuracy.

Chiller thermometers need to be calibrated regularly, as they can become damaged. You do this by placing your portable thermometer near the chiller thermometer and comparing the reading.

It is important that the probe of the thermometer is disinfected before and after insertion into any food.

## **Food Brought From Home for Special Occasions**

The main issues here are:

- Handling
- Storage

Celebrating special events like birthdays adds to the experience of nursery, but parents or others who provide perishable food should be advised that only low risk foods (biscuits, cakes without a cream filling or confectionery) can be provided. Food needs to be kept in an appropriate container or wrapped to protect it from contamination.

The food should be stored as to the instructions provided or as appropriate, but preferably in a cool area.

The handling of the food should be supervised and food should be handled with tongs, disposable gloves and utensils.

In classes where children are encouraged to cook or assist with the preparation of food, a full risk assessment is required before commencing the activity.

Food safety should be part of the curriculum. This teaching opportunity should be used to reinforce the importance of food safety and personal hygiene.

### **Nursery Lunches Brought From Home**

The main issues are:

- Preparation
- Storage
- Hygiene

Children at KingsWellies will not be permitted to bring food from home and will be provided with all food bought and prepared at the nursery premises.

### **Nursery Trips And Excursions**

A risk assessment for the activity is required

When the Nursery is providing food for students on excursions, certain foods should be avoided if adequate storage (such as refrigeration) cannot be provided.

#### **Do provide:**

- Dehydrated and dried foods, such as dried fruit and nuts.
- Long life foods, such as dried soup and dried noodles.
- Canned foods, such as baked beans and canned fruit.
- Foods that do not require refrigeration.

#### **Do not provide:**

- Fresh produce requiring refrigeration, such as hams and cooked meats.
- Short life foods, such as milk and soft cheese.
- Hot foods, such as roast chicken and casseroles.

#### **Hygiene:**

Hand washing is essential before eating food. If safe drinking water or bottled water is not available, water should be boiled before drinking (a rolling boil for at least one minute)

The Teacher/coordinator or supervisor of the event must have an understanding of the basic food safety principles

The importance of personal hygiene must be enforced.

### **Nursery Care**

The main issues here are:

- Trained personnel (high risk foods)
- A risk assessment for the nursery activities
- Personal hygiene
- Food preparation and the food handling environment

In activities where children are encouraged to cook or assist with the preparation of food, a full risk assessment is required before commencing the activity.

Food safety should be part of the curriculum. This teaching opportunity should be used to reinforce the importance of food safety and personal hygiene

The correct handling of food and a high standard of personal hygiene are essential to food safety. The nursery manager / director needs to ensure that staff, volunteers and children who handle food or work in the food preparation area are following the correct personal hygiene and food preparation procedures.

Food for children must be prepared in a room where there is access to appropriate facilities (hot and cold water and refrigeration) such as nursery kitchen.

The Nursery staff member must be qualified to an elementary food hygiene standard if high risk foods are to be prepared

Children should be reminded to wash their hands before eating.

### **Food Laws**

The *Food safety Act 1990* requires premises that sell, prepare, package, store, handle, serve or supply any food for sale be registered as a food premises by the local authority. This includes school canteens, kitchens, serveries and halls etc

As a condition of registration, the proprietor of a food business is required to develop a Food Safety Program.

There are a number of components of a Food Safety Program (FSP) which must be addressed.

If you require further information please consult your local Environment health Office

### **Displaying Food**

Food that is displayed should either be wrapped or covered.

Refrigerated display cases must be able to maintain foods below 5C

Bain-maries (or hot holding devices) are to keep hot foods above 63C. They should NOT be used to re-heat foods. Food must not be stacked above the level of the trays, or else it will not remain sufficiently hot.

Put the preparation date, use by date, name tags or labels on the trays, and do not insert labels into ready-to-eat food.

Don't forget first in first used (stock rotation)

### **Transporting Food**

Ensure that all food that is to be delivered to you is delivered in a vehicle that prevents contamination of the food and if necessary keeps the food at the manufactures recommended temperature.

Food must be transported completely separately from chemicals such as detergents.

Animals must not be allowed in vehicles that are used to transport food.

Food, which requires refrigeration, must be transported so that food is kept below 5C

## **Cleaning Procedures for Temporary Food Stalls**

If a water supply and sink are not available near the stall, temporary facilities will need to be provided.

### **Utensil washing facilities must be made available, including:**

- Sealed container or drum with clean water.
- Water-heating device such as an urn, so that hot water is available.
- Bucket to collect dirty water.
- Bactericidal detergent and disposable paper towels.

Utensils should be washed as soon as possible in clean, soapy water and rinsed in clean water

At the end of the day, all utensils and equipment should be thoroughly cleaned and disinfected prior to storage.

All waste water must be disposed to the sewer, not a storm water drain.

## **Temperature Control System**

### Regulations State

- Cold food must be kept in a cool place or refrigerator – no temperature is specified, however, it is recommended and good practice to keep all perishable food in refrigeration below 5° C
- Reheated foods (Scotland only) – food which has been cooked and thereafter reheated. Should be raised to a temperature of not less than 82 °C or hotter. Reheat only once.
- Cooking – it is recommended that a minimum core temperature of - 75° C should be reached on completion of cooking. This should be checked with a probe thermometer and recorded.

### Recording Temperatures of Refrigerators and Deep Freezes

- The temperatures in refrigerated (and hot holding) equipment will often be variable.
- Temperatures can vary from point to point within the unit from front to back; from top to bottom; from side to side.
- Temperatures can vary during the working day. During busy periods after frequent door opening, the temperature will tend to rise. There will also be a rise during defrost cycles.
- The temperature may also vary over a longer time period. E.g. fridge units will often be less efficient on hot days, or the compressor fan may gradually block up with dust.

### For these Reasons

- Regular checks are necessary to show that temperatures stay within the legal standards.
- These checks must be done carefully to make sure that the temperature measured is a good reflection of the temperature of food held in the unit.

On arrival at kitchen, record reading of all fridges and freezers. (Digital readout, strip thermometer, glass of water). If the temperature is above the recommended level (5° C) check temperature of food before reporting to Client Catering/Service Desk.

### Use of Temperature Probe

- Switch on
- Disinfect with probe wipe or boiling water.
- Insert probe into centre of food. Allow reading to settle. Read and record temperature on appropriate sheet. It is good practice to record the time of temperature taking.
- Disinfect probe again before testing next food. Disinfect probe at end. Remember to switch off probe after use.

Food residues can be removed with a cloth, but remember to disinfect with a probe wipe or boiling water before each use.

### Temperature of High Risk, Hot and Cold Foods need to be Recorded

These are high protein cooked foods. Cooked meats, fish and poultry, cooked meat products including gravy and stock, cooked rice, dairy products including milk, cream, artificial cream, custards, eggs and egg products, shellfish and other seafood.

1. Fill in names of dishes, which require recording each day on sheet: bottom box for reheated foods – which should be few in numbers. Although there is no need to record temperatures of sponges, tiffins, vegetables, please ensure vegetables and hot sweets are hot enough to ensure customer satisfaction.
2. Temperatures of food should be taken after cooking just before placing in hot cupboard. Required temperature at least 75° C.
3. Record this (along with the time) on the temperature recording sheet. Remember that food should be cooked as near service time as possible.
4. If there is any doubt that the hot cupboard is not working properly check the food temperature again as it is taken out. The legal requirement is hot-hold food 63° C or above, however it is best practice for all hot food to be served at 75° C or above.

### Advice on Checking the Accuracy of the Probe.

**Cold** - Agitate the probe in a mixture of ice and a small amount of water until a steady reading is achieved. This should be -1° C to + 1° C. If outside this range the probe should be repaired.

**Hot** - Agitate the probe in boiling unsalted water until a steady reading is achieved. This should be between 99° C and 102° C. if outside this range the probe should be repaired.

### Calibration

- Air temperature monitoring is not as effective as actual food temperature monitoring.
- Regular checks are necessary to show temperatures stay within legal limits.

Write in to diary/site record book when probe is to be calibrated (checked )  
Once per month.

### **Waste Disposal Procedure**

There are various forms of waste produced in the catering cycle.

- a) Packaging Waste – cellophane, cardboard, paper bags – these need to be flattened and placed in the receptacle/bags provided. This usually occurs at the PURCHASING/RECEIPT stage and after SERVICE in the form of used plastic cartons/bottles.
- b) Container Waste – comprises glass/plastic bottles, metal tins and plastic/paper bags – this should be safely placed in the receptacle/bags provided. Any sharp edges need to be protected and broken glass can either be carefully wrapped in paper or put in a box separate to the refuse bag – container waste usually occurs at the STORAGE/ PREPARATION stage.

Waste food is produced at the PREPARATION stage as a result of peeling and trimming tasks. This is placed in the refuse sacks. As this is usually wet/damp it may be heavy in the sacks so do not have too much weight which may rip/tear the bag.

Leftover foods at a SERVICE stage not being re-used must be disposed of via the dry waste refuse sack/bag system or waste disposal unit, taking care to remove as much liquid as possible , and placing solid residue in a can/jar or a box to contain it within the sack/bag.

Waste cooking oil may be produced at the COOKING stage. It must be stored in a sealed container, usually an empty oil container and kept safe in a cool area to await collection by the licensed collection agency.

- c) Food Waste – food unsuitable for use because its condition has deteriorated possibly through incorrect storage should be placed in the refuse bags provided. Most liquids can be poured away down the drain/waste disposal unit. If the deterioration has occurred before the “use by” date then the supplier will be expected to compensate us.

All waste must be kept in containers with tight fitting lids and protected from pests such as birds. The area should be located away from the kitchen window/doors. The Council is a licensed operator for the disposal of waste, which must be done regularly so as to prevent excessive build-up of waste between collections. The refuse containers should be regularly cleansed following emptying, and the refuse area also kept clean.

Recycling of paper/cardboard/aluminium/plastic should be encouraged. Local recycling projects may be of use.

### **Food Safety Plan**

The legal requirement to examine the process in the production and service of meals, identifying those hazards which need to be controlled and monitored, will be met with this “Food Safety Plan”.

The plan incorporates those activities in the meals process into a “flow chart” shown on the following page and listed below.

1	Purchasing /Receipt		
2	Storage		
3	a) Preparation	b) Thawing	
4	a) Cooking	b) cooling	c) reheating
5	a) Hot Holding	b) Cold Holding	
6	a) Serving Hot	b) Serving Cold	

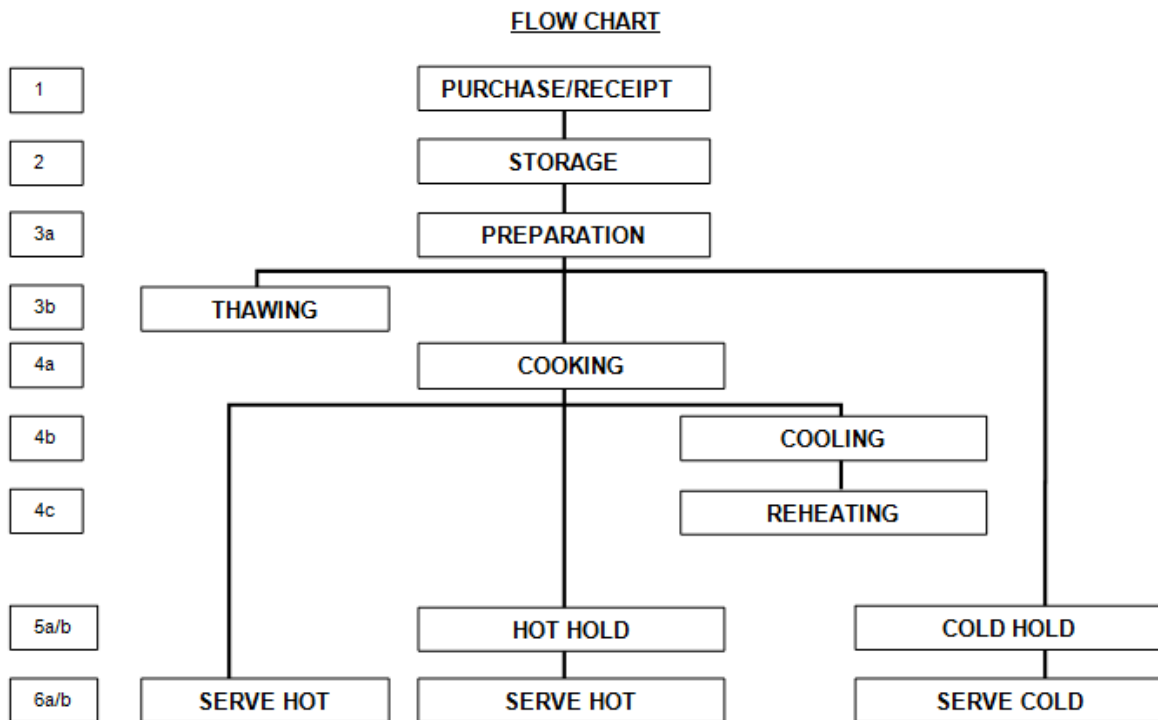
The hazards in each of the above areas are identified. The controls are listed together with the action required to be taken when the controls fails.

The Plan acknowledges the general hazards of the business but also refers to processes and foods, which are regarded as “HIGH RISK” namely:

Cooked meats, fish and poultry, cooked meat products including gravy and stock, cooked rice, dairy products including milk, cream, artificial cream, custards, eggs and egg products, shellfish and other seafood.

The plan has as attachments, the following documents which are used to achieve controls of various activities:

- In-house staff induction training
- Temperature control system
- Cleaning schedule
- Disposal of waste procedure
- The Cook is responsible for ensuring that the controls required by the Plan are in place.
- The Cook is also responsible for ensuring that the actions taken when the controls fails.



## Hazards, controls and actions

### Hazards

A “Hazard” is anything which may cause harm to your customers through eating your food.

A HACCP based approach to food safety requires you to identify all of the hazards at each process step in your catering business, this called “hazard analysis”. It is at this point that you need to think about what could go wrong in your business and then come up with measures that will prevent or control these hazards.

### There are three types of hazard:

- Microbiological
- Chemical
- Physical

Microbiological hazards include food poisoning bacteria such as *Salmonella*, *E coli* 0157 and *Bacillus cereus* which are hazardous because they can:-

- **Survive** inadequate cooking, if already present in food, for example, *Salmonella* in chicken.
- **Multiply** to harmful levels in food given the right conditions, for example, poor temperature control during storage, handling or hot holding.
- **Spread** from raw foods such as meat, poultry and unwashed vegetables to ready-to-eat foods either directly or via food handlers, work surfaces and equipment – this is known as “cross contamination”.

Other microbiological hazards such as certain bacteria, yeasts and moulds may lead to food spoilage.

**Chemical hazards** may already be present on certain foods in the form of pesticides or insecticides. Chemical hazards may also arise from incorrect storage and the misuse of chemicals used in food premises such as cleaning chemicals and rodent baits.

**Physical hazards** include contaminations by materials such as glass, plastic, wood, metal, hair and contamination caused by pests.



## The Hazards, Controls, Actions for Purchasing and Receipt.

HAZARD	CONTROL AND MONITORING	ACTION
<b>1. Contamination from:</b>		
<b>Dirty Packaging</b>	<b>Buy from reputable supplier</b>	<b>Reject if product is to be stored</b>
<b>Damaged Packaging</b>	<b>Remove outer packaging</b>	<b>If the “hazard” is considered to be serious (i.e. needing immediate rectification), the product must be rejected and Supervisor informed, who will then inform Environmental Health.</b>
<b>Staff – Personal Hygiene no uniforms worn outside work</b>	<b>In-house training/monitoring</b>	<b>Counselling / discipline (re-training)</b>
<b>2.Product:</b>		
<b>Incorrect Temperatures</b>	<b>Visual checks – storage within 15 minutes, assess / record temperature on delivery. Check vehicle temperature with driver.</b>	<b>If frozen food has started to thaw – outer surface wet or product soft - reject</b>
<b>Spoilage – Smell / textures</b>	<b>Visual check – physical touch</b>	<b>Reject if unsatisfactory / Report to supplier</b>
<b>Spoilage - Age</b>	<b>Check dates – Use by / best before</b>	<b>Reject whole or part order if dates are imminent /seek replacement from supplier</b>

### Storage

Most pre-packed foods delivered to kitchens have “use by” “best before” dates on them.

Items with “best before” apply to foods with less risk, longer shelf life and require storage in the Dry Goods Area. Containers should be emptied and washed out before new stock is added.

High risk foods should have “use by” dates and refer to Refrigerated products, namely:

- **Meat/fish and poultry stored at 5 ° C and used within 48 hours of delivery.**
- **Tinned tuna and meats and vacuum packed cooked meats once opened store below 5 ° C and use within 48 hours**
- **Eggs - Ideally store in a refrigerator below 5 ° C but not if other high risk foods have to be left out or if fridge becomes too full Preventing circulation of cold air. Use before the “best before” date.**

The maximum of 48 hours would only apply if food is not removed from the refrigerator.

## The Hazards, Controls, Actions for Storage

<b>HAZARD</b>	<b>CONTROL AND MONITORING</b>	<b>ACTION</b>
<b>1. Contamination From:</b>		
<b>Raw /Cooked</b>	<b>Physical Separation</b>	<b>Re-arrange Storage</b>
<b>Opened Packets</b>	<b>Use Sealed Containers/Materials</b>	<b>Wrap foods in Cling Film Transfer Dates</b>
<b>Food/Non Food</b>	<b>Separate Rooms/Areas</b>	<b>Re-arrange Storage Areas</b>
<b>Environment</b>	<b>Cover Food</b>	<b>Cover Food</b>
<b>Pests</b>	<b>Store Food off the Floor</b>	<b>Re-arrange Storage</b>
<b>2. Bacterial</b>		
<b>Time</b>	<b>Check dates/labelling Stock Rotation Immediate Storage of Chilled/Frozen Products</b>	<b>Carry out the “control”</b>
<b>Temperature</b>	<b>Record Fridge/Freezer Temperature</b>	<b>Query efficiency of fridge/freezer – Discuss with Officer in Charge. If strip thermometer is not working check temperature of food.</b>
<b>Humidity</b>	<b>Store food in sealed containers Use ventilation system</b>	<b>Carry out the “control” Report to property</b>

### The hazards, Controls, Actions for Preparation

Colour coded equipment, knives/chopping boards, will be used to separate the various types of food prepared in the kitchen.

RED – Raw food      GREEN – Raw vegetables      YELLOW – Cooked food      White - Bread

HAZARD	CONTROL AND MONITORING	ACTION
1. Contamination From		
Raw Food /Cooked Food	Physical Separation Colour Coded Equipment Cleaning Procedure/Schedule	Re-arrange Activities Use Correct Equipment Re-instate Procedure
Clean Areas/Dirty Areas	Physical Separation Cleaning Procedure/Schedule	Re-arrange Activities Re-instate Procedures
Staff – Personal Hygiene	In House Training	Counselling/Discipline
Environment	Protect Area of Kitchen	Close Windows/Doors
Broken Equipment	Discard Broken Equipment	Replace or Order New
Unclean Equipment	Cleaning Schedules	Re-instate Procedure
2. Bacterial Growth		
Temperature of Environment	Kitchen Design Provision of Extraction Canopy/Fans	Report of property Discuss with Officer in Charge
Time	Minimise Preparation Time	Re-schedule Preparation Activities

## **The Hazards, Controls, Actions for Cooking**

**Cook food on day required as far as is possible.**

**To improve heat penetration and ensure that the core temperature of the food is a minimum 75 ° C for 30 seconds.**

- a) Meat joints will be limited in size to 6lbs (2.5Kg). 2.5Kg max 10cm diameter**
- b) Stuffing to accompany poultry/meat must be cooked separately**
- c) Liquids – gravies/stews and soups must not exceed a volume greater than 25litres (5 ½ gals) and stirred frequently (at least every 10 minutes)- Use wide pans in preference to tall pans and keep lids on the pans during cooking**
- d) Where two-stage cooking is done i.e. filling and topping e.g. shepherd's pie, pastry meat pies, only fresh products must be used for the cooking of the first stage. Pastry squares can be cooked separately and placed on top of cooked filling at service to eliminate the two stage process.**

<b>HAZARD</b>	<b>CONTROL AND MONITORING</b>	<b>ACTION</b>
<b>1. Contamination From:-</b>		
<b>Environment</b>	<b>Cover Pan/Container</b>	<b>Carry out Control</b>
<b>Temperature Probe</b>	<b>Correct use of Probe</b>	<b>Re-train</b>
<b>Staff – Personal Hygiene</b>	<b>In-house Training</b>	<b>Carry out Control</b>
<b>2.Survival</b>		
<b>Spore survival due to Inadequate cooking</b>	<b>Use correct Cooking Method Record Temperature at end of cooking time Visual Check</b>	<b>Continue cooking until a minimum temperature of 75° C for 30 seconds is reached</b>

### **The Hazards, Control, Actions for Reheating.**

As with “cooking” steps should to be taken to ensure adequate heat penetration to the middle of the food without overheating the outer parts .

**Core temperature must reach 82° C to meet the legal requirement. Reheating of food should be kept to a minimum.**

<b>HAZARD</b>	<b>CONTROL AND MONITORING</b>	<b>ACTION</b>
<b>1. Contamination from</b>		
<b>Environment</b>	<b>Cover pan/container</b>	<b>Carry out Control</b>
<b>Staff – Personal Hygiene</b>	<b>In-house Training</b>	<b>Re-train</b>
<b>Temperature Probe</b>	<b>Correct use of Probe</b>	<b>Training</b>
<b>2. Bacterial Growth</b>		
<b>Spore survival due to Inadequate re-heating</b>	<b>Record core temperature at end of process Visual check on liquids</b>	<b>Extend re-heating until core temperature is achieved minimum 82° C</b>

**The hazards, Controls, actions for Cold Holding.**

**High risk foods which are to be served chilled or taken to another Dining Centre for service chilled are to be held at a temperature between 0° C and 8° C. ice packs can be used to facilitate this**

**Where the preparation of chilled foods take place more than 4 hours before the end of the service period then they must be held between 0° C and 8° C until just prior to service or just prior to packing in the case of transported meals.**

**High-risk sandwich fillings (meat/chicken, egg and tuna) must be made up fresh each day and sandwiches assembled daily.**

**N.B. high-risk foods – Section 2 storage – must be used within 48 hours). Use of Day Dots.**

<b>HAZARD</b>	<b>CONTROL AND MONITORING</b>	<b>ACTION</b>
<b>1. Contamination From</b>		
<b>Incorrect storage mixed stock</b>	<b>Physical Separation</b>	<b>Re-train</b>
<b>Staff personal Hygiene</b>	<b>In- House training</b>	<b>Carry out Control</b>
<b>2, Bacterial Growth</b>		
<b>Time</b>	<b>Application of 4 hour rule</b>	<b>Review Preparation Methods</b>
<b>Incorrect Temperature</b>	<b>Daily Preparation of Sandwich filling</b>	<b>Carry out control</b>

### The Hazards, Controls, Actions for Service – Hot

Food must always be served using an appropriate piece of equipment. Where pupils/staff serve themselves, suitable utensils should be available for all food items to prevent cross contamination from other pupils'/staff fingers.

HAZARD	CONTROL AND MONITORING	Action
<b>1. Contamination Form</b>		
Customer Contact	Cover food/provide sneeze screen utensils	Carry out Control
Staff	Personal Hygiene Training	Re-train
Environment	Cover	Carry out Control
Broken Equipment	Replace	Report for Repair
<b>2. Bacterial Growth</b>		
Incorrect Temperature	Maintain Temperature over 63° C	Carry out control or reheat to 82° C and serve if not a previous reheat.
Time	Limited by Service Period	
<b>3. Use of Leftovers</b>	See Disposal Procedure	Carry out Control

### **The Hazards, Controls, Actions for service – Cold**

**Food must always be served using an appropriate piece of equipment. Where pupils/staff serve themselves, suitable utensils should be available for all food items to prevent cross contamination from other pupils'/staff fingers.**

<b>HAZARD</b>	<b>CONTROL AND MONITORING</b>	<b>ACTION</b>
<b>1. Contamination Form</b>		
<b>Customer Contact</b>	<b>Cover food/provide utensils</b>	<b>Carry out Control</b>
<b>Staff – Personal Hygiene</b>	<b>In-house Training</b>	<b>Re-train</b>
<b>Environment</b>	<b>Cover</b>	<b>Carry out Control</b>
<b>Broken Equipment</b>	<b>Replace</b>	<b>Report for Repair</b>
<b>Dirty equipment</b>	<b>Cleaning Schedule</b>	<b>Training</b>
<b>2. Bacterial Growth</b>		
<b>Time</b>	<b>Limit Service Time Reduce quantity of food at service point</b>	<b>Carry out Control</b>
<b>3. Use of Leftovers</b>	<b>See Disposal Procedure</b>	



## Assessment Sheet

Assessment Sheet    Site    Date

### The Hazards, Controls, Actions for Storage

HAZARD	CONTROL	IN PLACE		ACTION
<b>1. Contamination From:</b>		<b>YES</b>	<b>No</b>	
<b>Raw/Cooked</b>	<b>Physical Separation</b>			<b>Re-arrange storage</b>
<b>Opened Packets</b>	<b>Use Sealed Containers/Materials</b>			<b>Wrap foods in cling film Transfer Dates</b>
<b>Food/Non Food</b>	<b>Separate Rooms/Areas</b>			<b>Re-arrange storage areas</b>
<b>Environment</b>	<b>Cover Food</b>			<b>Cover Food</b>
<b>Pests</b>	<b>Store food off the Floor</b>			<b>Re-arrange storage</b>
<b>2. Bacterial Growth</b>				
<b>Time</b>	<b>Check dates/labelling/day dots Sock Rotation Immediate storage of chilled/frozen products</b>			<b>Carry out the “Control”</b>
<b>Temperature</b>	<b>Record Fridge/Freezer Temperature</b>			<b>Query efficiency of fridge/freezer – discuss with Officer in Charge. If thermometer strip is not working- check temperature of food.</b>
<b>Humidity</b>	<b>Store food in sealed containers Use of Ventilation System</b>			<b>Carry out the “Control” Report to Property.</b>

## ASSESSMENT SHEET

Assessment Sheet    Site    Date

The Hazards, Controls, Actions for Preparation

HAZARD	CONTROL	IN PLACE		ACTION
		YES	NO	
<b>1. Contamination From</b>				
<b>Raw Food /Cooked Food</b>	<b>Physical Separation Colour Coded Equipment Cleaning Procedure/Schedule</b>			<b>Re-arrange Activities Use Correct Equipment Re-instate Procedure</b>
<b>Clean Areas/Dirty Areas</b>	<b>Physical Separation Cleaning Procedure/Schedule</b>			<b>Re-arrange Activities Re-instate Procedures</b>
<b>Staff – Personal Hygiene</b>	<b>In House Training</b>			<b>Counselling/Discipline</b>
<b>Environment</b>	<b>Protect Area of Kitchen</b>			<b>Close Windows/Doors</b>
<b>Broken Equipment</b>	<b>Discard Broken Equipment</b>			<b>Replace or Order New</b>
<b>Unclean Equipment</b>	<b>Cleaning Schedules</b>			<b>Re-instate Procedure</b>
<b>2. Bacterial Growth</b>				
<b>Temperature of Environment</b>	<b>Kitchen Design Provision of Extraction Canopy/Fans</b>			<b>Discuss with Officer in Charge Report of property</b>
<b>Time</b>	<b>Minimise Preparation Time</b>			<b>Re-schedule Preparation Activities</b>

## ASSESSMENT SHEET

Assessment Sheet    Site    Date

The Hazards, Controls, Actions for Cooking

HAZARD	CONTROL	IN PLACE		ACTION
		YES	NO	
<b>1. Contamination From:-</b>				
Environment	Cover Pan/Container			Carry out Control
Temperature Probe	Correct use of Probe			Re-train
Staff – Personal Hygiene	In House Training			Carry out Control
<b>2.Survival</b>				
Spore survival due to Inadequate cooking	Use correct Cooking Method Record Temperature at end of cooking time Visual Check			Continue cooking until temperature is minimum 75° C for 30 seconds

## ASSESSMENT SHEET

Assessment Sheet    Site    Date

### The Hazards, Controls, Actions for Reheating

HAZARD	CONTROL	IN PLACE		ACTION
		YES	NO	
1. Contamination from				
Environment	Cover Pan/Container			Carry out Control
Staff Personal Hygiene	In House Training			Re-train Staff
Temperature Probe	Correct use of Probe			Training
2. Bacterial Growth				
Spore survival due to Inadequate re-heating	Record core temperature at end of process Visual check on liquids			Extend re-heating until core temperature is achieved - minimum 82° C

## Glossary of Terms

<b>ALLERGY</b>	An overly aggressive response by the body's immune system to foods that non-sufferers would find harmless.
<b>AMBIENT TEMPERATURE</b>	The temperature of the surrounding environment – commonly used to mean room temperature.
<b>BACTERIA</b>	Groups of single cell living organisms. Some are known to cause food poisoning or food spoilage.
<b>'BEST BEFORE' DATE</b>	The date marked on the label of a food up to and including the date that the food can reasonably be expected to remain in optimum condition if properly stored.
<b>CLEANING</b>	The physical removal of food debris, visible dirt and food particles from surfaces, equipment and fittings using hot water and a detergent.
<b>CORE TEMPERATURE</b>	The temperature at the centre or thickest part of a piece of food.
<b>CONTACT TIME</b>	The period of time that a disinfectant should be in contact with a surface to achieve disinfection.
<b>CONTAMINATION</b>	The introduction to, or occurrence in, foods of any harmful substance which may compromise the safety or wholesomeness of those foods.
<b>CROSS CONTAMINATION</b>	The transfer of harmful bacteria from contaminated food to uncontaminated food either by direct or indirect contact.
<b>DETERGENT</b>	A cleansing substance (which does not have disinfectant properties) made from chemical compounds and used for general cleaning.
<b>DISINFECTANT</b>	A substance capable of destroying harmful bacteria, when applied to a visibly clean surface, at a specified concentration and contact time.
<b>DISINFECTION</b>	The application, following general cleaning, of a disinfectant or treatment to facilitate the removal of harmful bacteria from surfaces or equipment.
<b>DUAL-USE</b>	The use of any equipment, for both raw foods and also for ready-to-eat foods.

## Glossary of Terms

<b>HARMFUL BACTERIA</b>	Bacteria capable of causing illness through contamination of food.
<b>HIGH RISK FOOD</b>	Usually considered as food that supports the multiplication of harmful bacteria and is intended for consumption without any further treatment, such as cooking, which would destroy such organisms. High risk food is usually high in protein, requires refrigeration and must be kept separate from raw food.
<b>PHYSICAL SEPARATION</b>	Where certain parts of the premises and certain equipment and utensils are exclusively and permanently for raw foods (including raw meats/vegetables).
<b>RAW FOOD AREA</b>	An area of the kitchen which is permanently reserved for the handling of raw foods only.
<b>RAW FOODS</b>	Raw meat and any raw foods such as unwashed vegetables that are a potential source of harmful bacteria.
<b>RAW MEATS</b>	Beef, pork lamb, chicken, turkey, game and also includes mince, burgers and sausages.
<b>READY-TO-EAT FOOD</b>	Food which may not require further cooking or reheating prior to consumption.
<b>SANITISER/ BACTERICIDAL DETERGENT</b>	A substance that combines detergent and disinfectant in a single product
<b>SPORES</b>	Certain kinds of bacteria are capable of entering a resting phase during which they are very resistant to high temperatures and other adverse conditions. Bacteria in this phase are known as spores. If conditions are right, spores will 'germinate' or start to grow.
<b>TOXINS</b>	Toxins are poisons produced by bacteria capable of causing food poisoning.
<b>'USE BY' DATE</b>	A date mark required on microbiologically-perishable pre-packed food after which its consumption could could present a risk of food poisoning.
<b>VISIBLY CLEAN</b>	Free from any visible grease or film and solid matter.

## Personal Hygiene Rules

Enter a statement of your Personal Hygiene Rules in the table below:

Describe	Control Measures and Critical Control Limits (where applicable) Monitoring and Frequency
Rules on: effective Hand Washing Technique ( including how you will minimise hand contact)	
Personal Cleanliness	
Protective Clothing	
Rules on: <ul style="list-style-type: none"><li>• Reporting illness</li></ul>	
Rules on: <ul style="list-style-type: none"><li>• Exclusions / return to Work</li></ul>	
Monitoring / Checking and any other appropriate records used by your business	<ul style="list-style-type: none"><li>• Weekly Record</li></ul>

Signed..... Position in the business ..... Date .....

**The Personal Hygiene Rules are an essential component of your HACCP based system and must be kept up to date at all times.**

## Pest Report Form

<b>LOCATION</b>	
<b>PEST SIGHTED</b>	
<b>NUMBER SIGHTED</b>	
<b>PEST SIGNS</b>	
<b>DATE AND TIME</b>	
<b>REPORTED BY</b>	
<b>DATE REPORTED</b>	
<b>ACTION TAKEN</b>	
<b>BY WHOM</b>	
<b>SIGNED</b>	
<b>DATE</b>	



## Cleaning Schedule

Start Date:.....

Items, areas to be cleaned and examples	Frequency of Cleaning	Method of Cleaning	Chemical, Dilution and Contact Time
<b>Moveable equipment, Utensils:</b> <ul style="list-style-type: none"> <li>• all chopping boards</li> <li>• tongs / spatulas</li> <li>• serving spoons</li> <li>• trays</li> <li>• containers</li> </ul>			
<b>Non-food contact items / equipment</b> <ul style="list-style-type: none"> <li>• work surfaces</li> <li>• wash hand basin</li> <li>• taps</li> <li>• door handles</li> </ul>			
Refrigerator / chill and Freezer			
Oven and microwave oven			
Dry storage area			
Floors			
Extraction Fans			
Food waste containers And refuse waste bins / area			
Cloths and work clothes			

## Cross Contamination Prevention Rules

Think SAFE Enter a statement of your Cross **Contamination Prevention Rules** in the table below:

<b>Describe:</b>	<ul style="list-style-type: none"><li>• <b>Control Measures and Critical Limits (where applicable)</b></li><li>• <b>Monitoring including frequency</b></li></ul>
Delivery	
Storage  Including where any defrosting is carried out	
Preparation	
Cooking / Cooling	
Monitoring / checking and any other appropriate records used by your business	

Signed..... Position in the business ..... Date .....

**The Cross Contamination Prevention Rules are an essential component of your HACCP based system and must be kept up to date at all times.**

# Temperature Recording Sheet

ESTABLISHMENT \_\_\_\_\_

Week Commencing \_\_\_\_\_

## High Risk Foods Served Daily On Site

Monday		Tuesday		Wednesday		Thursday		Friday	
Dish	Temp	Dish	Temp	Dish	Temp	Dish	Temp	Dish	Temp
Signed		Signed		Signed		Signed		Signed	

## REHEATED FOODS SERVED AS SOON AS POSSIBLE AFTER REACHING 82° C

Monday		Tuesday		Wednesday		Thursday		Friday	
DISH	TEMP	DISH	TEMP	DISH	TEMP	DISH	TEMP	DISH	TEMP
Signed		Signed		Signed		Signed		Signed	

REFRIGERATOR	Monday	Tuesday	Wednesday	Thursday	Friday
One					
Two					
Three					
Four					
DEEP FREEZE					
One					
Two					
Three					
CHILL CABINET					
STERILIZING UNIT					
Frozen Deliveries					
Fresh Meat Deliveries					
Fresh Fish Deliveries					
Cooked Meats Deliveries					
	Signed	Signed	Signed	Signed	Signed

**Return to Work Questionnaire****Rules Personal Hygiene****PART 1** (To be completed by all Food Handlers when returning to work after an illness)

Name: \_\_\_\_\_ Date of Return \_\_\_\_\_

Please answer the following questions:

**During your absence from work, did you suffer from any of the following:**

Please tick and date when the symptoms ceased

	YES	NO	Date that the symptoms ceased
a) Diarrhoea			
b) Vomiting			
c) Discharge from gums/mouth, ears or eyes			
d) A sore throat with fever			
e) A recurring bowel disorder			
f) A recurring skin ailment			
g) Any other ailment that may present a risk to food safety			

Have you recently taken medication to combat diarrhoea or vomiting? Please tick Yes ☐☐**Signature** [Food Handler] \_\_\_\_\_ **Date** \_\_\_\_\_**PART 2** (To be completed by the Line Manager )If the answer to all of the questions was '**No**', the person may be permitted to return to food handling duties. (**Complete and sign below**)

However, if the answer to any of the questions was '**Yes**', the person should not be allowed to handle food until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties. Alternatively, in the case of food handlers with lesions on exposed skin [hands, neck or scalp] that are actively weeping or discharging, they must be excluded from work until the lesions have healed. (See **PART 3**)

**I confirm that** \_\_\_\_\_ **may resume food handling duties.****Signature** (Manager/Supervisor) \_\_\_\_\_ **Date** \_\_\_\_\_**PART 3** (To be completed by the Manager/Supervisor after medical advice has been taken)**What medical advice was received by the employee?**

Please tick

a) Exclusion from work until medical clearance is given	
b) Move to safe alternative work until clearance is given	
c) Return to full food handling duties	

If (a) or(b) is ticked, appropriate action must be taken. If (c) is ticked, the food handler may resume duties immediately.

**I confirm that** \_\_\_\_\_ **may resume food handling duties.****Signature** (Line Manager/Supervisor) \_\_\_\_\_ **Date** \_\_\_\_\_

## Weekly Record

WEEK COMMENCING: \_\_\_\_\_

<b>TRAINING: Have the Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
New Staff training including Induction Rules			
Formal training /Retraining Rules			
Other Training			
<b>PERSONAL HYGIENE : Have the Rules been followed?</b>			
Hand Washing Rules			
Personal Cleanliness Rules			
Protective Clothing Rules			
Illness/Exclusion/Return to Work Rules			
<b>CLEANING: Have the Rules been followed?</b>			
All specified equipment and areas cleaned as per cleaning schedule			
Cleaning Chemicals Rules to include contact time, application and dilution			
<b>CROSS CONTAMINATION PREVENTION: Have the Rules been followed?</b>			
Rules on Delivery			
Rules on Storage			
Rules on Preparation			
Cooking and Cooling			
<b>PEST CONTROL: HAVE THE Rules been followed?</b>			
Pest Proofing, Insect Screens. Fly-killing Devices Rules			
Good Housekeeping Rules			
<b>WASTE CONTROL: Have the Rules been followed?</b>			
Waste in Food Rooms and Waste Collection Rules			
<b>MAINTENANCE: Have the Rules been followed?</b>			
Premises Structure Rules			
Equipment Rules			
<b>STOCK CONTROL: Have the Rules been followed?</b>			
Rules on stock control measures			
<b>TEMPERATURE CONTROL: Have the Rules been followed?</b>			
Rules on Temperature			
<b>RECORDS</b>			
Have all necessary Temperature Checks been recorded using the correct recording form/s?			

If the answer to any of the above questions is "NO" then enter the corrective action details in the table below

RULES DEVIATIONS OBSERVED	CORRECTIVE ACTIONS TAKEN

Line Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

# Kitchen House Rules

## PERSONAL HYGIENE HOUSE RULES

### HAND WASHING

EFFECTIVE HAND WASHING	Control Measures and critical control limits (where applicable)
<p>Rules on Effective Hand Washing Technique</p> <p>Training in Effective Hand Washing</p>	<p>All staff working in the food preparation area will be fully trained and verified as competent in the Effective Hand Washing Technique.</p> <p>Hands must be washed before starting work using the Hand Wash step process (see diagram on wall) at the following times:</p> <ul style="list-style-type: none"><li>*before handling food</li><li>*after using the toilet</li><li>*after handling raw food and raw food</li><li>*after touching bins or handling waste</li><li>*after every break</li><li>*after eating and drinking</li><li>*after cleaning</li><li>*after blowing nose or touching hair</li></ul> <p>Single use paper towels are to be used for drying hands and to turn the taps off</p> <p>An adequate supply of paper towels and liquid soap will always be available</p> <p>After handling raw foods, wash hands for extra protection using the step process</p> <p><b>Monitoring will be ongoing by supervisory visual check.</b></p>
Signed _____	Date _____

## PERSONAL HYGIENE HOUSE RULES

### CROSS CONTAMINATION PREVENTION - PREPERATION

CROSS CONTAMINATION PREVENTION	Control Measures and critical control limits (where applicable)
<p>Preparation</p> <p>Training on storing raw and ready-to-eat foods.</p>	<p><b>Cross contamination occurs when harmful bacteria are transferred from contaminated food to uncontaminated food.</b></p> <p>*Staff preparing raw and ready-to-eat food should wear plastic disposable apron Raw food chopping boards, utensils, colour coded cloths and Clingfilm should only be used when preparing raw foods. *Raw fruit and vegetables will require to be washed and peeled if necessary prior to consumption. *Hand washing policy must be followed carefully when touching raw foods. *Raw and ready-to-eat foods should be wrapped accordingly and stored following guidelines. *Sink must be disinfected following guidelines before and after raw food preparation *Ready to eat food should be stored on the top shelves of the fridge. *The outside surfaces of containers must be disinfected before being placed in shared storage. *Raw foods should be placed in labelled lidded containers on the bottom shelves of the fridge. *Fridges must be cleaned using the cleaning guidelines once a week. *All surfaces must be cleaned before and after each preparation stage following the cleaning guidelines. <b>Monitoring will be ongoing by supervisory visual check.</b></p>
Signed _____	Date _____

**PERSONAL HYGIENE HOUSE RULES**  
**CROSS CONTAMINATION PREVENTION - STORAGE**

CROSS CONTAMINATION PREVENTION	Control Measures and critical control limits (where applicable)
<p>Preparation</p> <p>Training on storing raw and ready-to-eat foods.</p>	<p><b>Cross contamination occurs when harmful bacteria are transferred from contaminated food to uncontaminated food</b></p> <p>*Raw vegetables and fruit must be stored separately from ready-to-eat foods.</p> <p>*Hand washing policy must be followed carefully when touching raw foods.</p> <p>*A separate storage area at the bottom of the fridge should be identified for raw vegetables and fruit.</p> <p>*Ready to eat food should be stored on the top shelves of the fridge.</p> <p>*The outside surfaces of containers must be disinfected before being placed in shared storage.</p> <p>*Raw foods should be placed in labelled lidded containers on the bottom shelves of the fridge.</p> <p>*Fridges must be cleaned using the cleaning guidelines once a week.</p> <p><b>Monitoring will be ongoing by supervisory visual check.</b></p>
Signed _____	Date _____



## PERSONAL HYGIENE HOUSE RULES

### Reporting Illness

REPORTING ILLNESS	Control Measures and critical control limits (where applicable)
Rules on reporting illness  Training in reporting illness	<p>There is a requirement to report illness that may present a hazard to food safety and to exclude people from food handling duties where there is a likelihood of causing cross contamination of food.</p> <p>*Food handlers suffering from the list below may be excused from food handling under they have fully recovered:-</p> <ul style="list-style-type: none"><li>• Diarrhoea</li><li>• Vomiting</li><li>• Discharge from gums/mouths, ears or eyes</li><li>• A sore throat with fever</li><li>• A recurring bowel disorder</li><li>• A recurring skin ailment</li><li>• Any other ailment that may represent a risk to food safety</li></ul> <p>*Food handlers must also report anyone in their household suffering from diarrhoea, stomach upset or vomiting</p> <p>*Nursery staff should not return to work until they have been free of gastrointestinal symptoms for 48 clear hours.</p> <p>Director will monitor return to work questionnaires</p>
Signed _____	Date _____

**PERSONAL HYGIENE HOUSE RULES**  
**PERSONAL CLEANLINESS**

<b>PERSONAL CLEANLINESS</b>	<b>Control Measures and critical control limits (where applicable)</b>
Rules on Personal Cleanliness  Training in Effective Personal Cleanliness	All staff working in the food preparation area will be fully trained and verified as competent in personal cleanliness. *Hair should be tied back and preferable covered *Food handlers should not sneeze or cough over food *Cuts and sores should be covered with a waterproof visible dressing *Jewellery should be kept to a minimum when preparing and handling food. Monitoring will be ongoing by supervisory visual check.
Signed _____	Date _____

**PERSONAL HYGIENE HOUSE RULES**  
**PROTECTIVE CLOTHING**

<b>PROTECTIVE CLOTHING</b>	<b>Control Measures and critical control limits (where applicable)</b>
Rules on Protective clothing  Training in Protective clothing	All staff working in the food preparation area should wear suitable, clean protective clothing, which should be changed regularly in order to protect the food you are preparing. *Protective plastic aprons must be worn when preparing any foods *After preparing raw foods, plastic apron should be disposed of *A new plastic apron should be worn before touching ready-to-eat food. *If protective clothing becomes contaminated from handling raw food it must be changed immediately before handling ready-to-eat food. *Hand washing should take place after removing contaminated clothing and before putting on clean protective clothing *An adequate supply of plastic disposable aprons will always be available. Monitoring will be ongoing by supervisory visual check.
Signed _____	Date _____

# Food Play Policy

Published	June 2018 (V1)
Revised	Annually



# Food Play

At KingsWellies Nursery we ensure any food we use for play with the children is carefully supervised. We will also use the following procedures to ensure children are kept safe:

- Choking hazards are checked and avoided
- We will not use whole jelly cubes for play. If we do use jelly to enhance our play then all jelly will be prepared with water as per the instructions and then used
- Small objects such as dried pasta and pulses will only be used for older children and under supervision
- All allergies and intolerances will be checked and activities will be adapted to suit all children's needs so no child is excluded
- All activities including food will be included on the planning sheets showing all allergens so all staff and parents are aware of the ingredients
- Children's allergies will be visible to staff when placing out food play activities to ensure all needs are met
- Any cooking activities will be checked prior to start to ensure all children are able use all the ingredients based on their individual needs
- We will not use food in play unless it enhances the opportunities children are receiving from the activity. Many of the food will be reused in other activities, especially the dry materials.

# Health and Safety/Risk Assessment Policy

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	April 2016 (V2)
<b>Revised</b>	Annually



## **Health and Safety Policy**

### **Purpose of Policy**

KingsWellies Nursery is committed to ensuring that all Nursery practices are carried out within the requirements of the Health and Safety at Work Act 1974 and the management of the Health and Safety at Work Act 1999.

### **KingsWellies Nursery Recognises:**

- That a systematic approach to health and safety, based on systematic risk assessment procedures can minimise injury and ill health to staff and children.

### **KingsWellies Nursery is Committed to:**

- Developing the appropriate setting, structure and culture, that supports the concept of risk management by all members of the staff team.
- Adequately resourcing health and safety measures including planning and implementation of any health and safety requirements.
- Developing, in all members of the staff team, an understanding of health and safety, through training in health and safety requirements and risk assessment implementation.
- Continual monitoring and evaluation of health and safety requirements in line with current legislation, including the review of all policies and practices to ensure that KingsWellies Nursery continues to improve standards of performance.

### **Who is Responsible?**

It is the responsibility of all members of staff to ensure that health and safety regulations are adhered to and that the health and safety of the children and other members of staff are not compromised in any way.

It is the responsibility of the Nursery Director to ensure that the health and safety of the nursery as a whole, remains within legislative requirements and that the health and safety of all nursery users, including children, staff, parents and carers is not compromised in any way

### **Supervision Requirements**

Children are to be supervised at all times whilst in the setting. KingsWellies Nursery uses three levels of supervision dependent upon the activities that are taking place. These include:-

#### Constant Supervision

Being with the children at all times, actively supporting them using a physical presence or playing with them directly. This level of supervision is most often required when the children are playing high-risk games or using equipment or materials that have a high- risk assessment (both indoors and outdoors).

#### General Supervision

Being in the vicinity of the children but not having an active part in their play, being on hand to support if the children require your help or guidance. Being on hand to respond to play cues and observant of the behaviours of the children. This is the most common form of supervision and allows for an overview of the play setting, most commonly used with play activities that have a medium level of risk.

#### Low Supervision

Keeping a watchful eye on the children from a distance and making sure that they are playing safely but freely. Keeping an overview of what the children are doing whilst not interfering. This is most commonly used with low risk activities.

Children are required to inform a member of staff if they are leaving the play area for any reason. If the children are playing outdoors or whilst they are on trips and visits they must be accompanied by a member of staff, even when going to the toilet.

Parents and carers are required to sign their children in and out of the setting before they leave. This is in accordance with health and safety and fire regulations.

### **Child Protection**

All members of staff will receive training in child protection as part of their induction training. All members of staff are instructed in the specific policy and procedures for KingsWellies Nursery, especially as regards to disclosures and suspicions of child abuse.

### **Accidents and Incidents**

All members of staff receive first aid training as part of their Nursery induction training. In addition all members of staff are instructed in the correct procedures for dealing with accidents and incidents including completion of documentation. The nursery has separate accident and incident folders which are used to document each accident and incident that takes place in the nursery.

Any important incidents that occur in nursery must be recorded on the appropriate recording format. Staff must log any important incidents, being sure to date and sign entries. These should be kept in individual child care plans and locked files (within the office).

### **Emergency Procedures**

There is a documented procedure for emergencies which is displayed in all of the areas that are accessed by KingsWellies Nursery staff and parents. All members of staff are trained in the emergency procedures and fire drill evacuations take place once per month. Testing of fire drill equipment takes place once per week.

### **Administration of Medications**

All administration of medications are strictly controlled and done in accordance with the Medicine Administration Policy and Procedures.

### **Illnesses**

In accordance with KingsWellies Nursery's registration policy, children will not be admitted if they are showing signs of an illness or ailment which may be contagious.

KingsWellies Nursery uses guidelines from NHS Scotland to determine the exclusion guidance for contagious illnesses.

If a child becomes unwell during the course of the session, members of staff will ensure that the child is comfortable but does not pose any risk to the other children in the nursery. The member of staff will contact the child's parent or carer and observe the child closely until they are collected.

### **Risk Assessment of Activities, Trips and Outings**

All activities that take place both within the confines of KingsWellies Nursery and out-with the premises have been assessed for risk and controls have been put in place to ensure that any hazards have been minimised.

### **Personal Hygiene**

All members of staff and children are encouraged to maintain an acceptable level of personal hygiene. Procedures are in place to ensure that standards are met.



## **Maintenance and Storage of Equipment**

KingsWellies Nursery has a wide variety of equipment and materials that are used by the children in the course of their play. All equipment is bought following consultation with the children, from approved suppliers and is checked to ensure compliance with the British Safety Standards. All equipment is well maintained and checked on a regular basis to ensure that it presents no risk to the health and safety of the children. Equipment and materials which do pose a hazard but which have an evidenced benefit to the development of children, are used under constant supervision and stored securely after use.

## **The Premises**

The premises that KingsWellies Nursery operate from are regulated by the SCSWIS (Social Care and Social Work Improvement Scotland) and are inspected once per year as a minimum.

Members of staff check the premises each day to ensure that there are no risks or hazards that would compromise the health and safety of the children, parents/carers or staff. At the end of the session members of staff ensure that the premises are left clean, safe and tidy.

## **Safety and Security**

KingsWellies Nursery feels that the safety and security of the children, parents, carers and staff are paramount to the running of the setting. A secure entry system is in place to ensure that only persons with a legitimate reason for being on the premises have access. Visitors, other than parents/carers collecting their children, must pre-arrange their visits and carry identification. All visitors must make themselves known to a member of staff upon entry, stating their name and reason for visiting. Visitors are required to sign themselves in and out of the building and must be accompanied by a member of staff at all times.

## **General Health and Safety Requirements**

Nursery staff work towards developing a safe, caring and stimulating environment in which children can feel happy and secure. Nursery rules have been formulated to ensure a safe environment for the children.

- All staff will undertake a risk assessment for any nursery activity that may carry significant risk. Examples may include
  - Preparation of food
  - Taking children out of nursery
  - Using climbing apparatus
  - Use of work bench and technology equipment
  - Visits that include the introduction of animals to nursery
  - Use of parent and volunteers
- Children will always be delivered to and collected from nursery by an adult. If the adult is not known to staff, photographic ID will be sought. Parents are asked to inform staff of any changes of "pick up" arrangements. No child will be enabled to leave the premises with an adult unless they have provided photographic identification.
- All visitors to nursery should sign in at nursery reception area and wear a visitor badge.

## **In the Event of an Accident**

- First Aid equipment is stored in a lockable cupboard and available to staff in each nursery area.
- There are accident forms kept in each nursery area to record any occasions when children are hurt through an accident. (minor)
- Parents will be informed of any accidents (especially head injuries) and the action that was taken
- In the event of a serious accident, staff will seek medical advice immediately.

### **Risk Assessments: Premises/ Fires**

- We are careful to ensure that we practice fire drill evacuation procedures once a month.
- Appropriate information is displayed in each nursery area.

### **Smoking**

KingsWellies Nursery operates a strict no smoking policy, this means that there is no smoking:

- On nursery premises
- During nursery time, including collections from other schools
- During preparation time
- During clear up time
- At staff training days
- At staff meetings
- At any gathering organised by the nursery (unless it is a social gathering outwith nursery time and outwith the premises).

If a member of staff works for more than 6 hours they are entitled to a break of 30 minutes. If a member of staff works for 8 hours or more they are entitled to 1 x 15 minute breaks and 1 x 30 minutes break. All staff breaks are arranged with the Room Supervisor to ensure that the care of the children is not compromised. If a member of staff wishes to smoke during these times they are required to leave the premises and the grounds of the nursery and remain out of sight of the children. All staff must co-operate fully with this policy, any breach will be viewed as a disciplinary matter.

The no smoking policy also applies to parents, carers and visitors to the nursery. KingsWellies Nursery believes that this is in the best interests of the children and staff.

## **Risk Assessment Policy**

### **Purpose of Policy**

KingsWellies Nursery aims to ensure that all activities, trips and outings, materials and equipment are safe for the children. The purpose of this policy is to ensure that any hazards associated with these are identified and removed or minimised to an acceptable level of risk.

KingsWellies Nursery appreciates that children and young people need some level of risk in their activities, trips and outings in order to ensure that children continue to develop. However these risks are assessed to ensure that they are appropriate to the age and stage of development of the children.

### **Who is Responsible?**

It is the responsibility of the Nursery Director under the Health and Safety at Work Act 1974 to ensure that risks to staff, parents and children are minimised or eliminated whenever possible.

It is the responsibility of the Room Supervisor and Nursery Manager to ensure that risk assessments are completed for all relevant nursery activities.

### **How the Policy will be implemented**

Risk assessments must be carried out on all existing and new activities that take place in the setting. It is identified that some activities with a low level of risk will not be assessed for risk on every occasion; however, these risk assessments will be reviewed on a regular basis and signed by a member of staff reviewing the risk assessment to ensure that it is still valid.

Risk Assessments are carried out in order to turn identified hazards into risks that are acceptable for the children and young people in the setting. Risk assessments commonly look at the activity that is planned; identify hazards associated with the activity and come up with strategies to reduce the hazard to an acceptable risk.

Hazards are identified as something that will cause harm to one or more people if controls are not put in place to minimise their impact.

Risks are identified as something that may cause harm to one or more persons depending on what controls are put in place.

### **Risk Assessment Procedures**

When performing a risk assessment, the member of staff looks at the following elements:

- The Activity
- The hazard (the hazard is identified from the activities and the frequency of injury if no control measures are put in place)
- Outcome and potential severity (what is the worst that can happen and to how many people may be affected?)
- Risk reduction and control (what measures will you put into place to reduce the hazard?)
- Evaluation (what is the frequency of injury occurring now that control measures have been put in place and what can happen and to how many people now that control measures have been put into place?).

# **Care Inspectorate Statement**

## **Positive approach to risk in play**

The Care Inspectorate is showing its support for nurseries, childminders and other early years care services that take a positive approach to risk, by setting out its position on regulating for risk in play. We launched our position statement with the support of Play Scotland at their event playing with risk: embracing the benefits with positive regulation, held in January 2016.

## **The Care Inspectorate's position statement**

"The Care Inspectorate supports care service providers taking a positive approach to risk in order to achieve the best outcomes for children. This means moving away from a traditional deficit model that takes a risk-averse approach, which can unnecessarily restrict children's experiences attending registered services, to a more holistic risk-benefit model. For example, we encourage services to use risk assessment to support children to enjoy potentially hazardous activities such as woodwork using real tools, exploring nature and playing in the mud and rain. We do not expect written risk assessments to be carried out for daily play activities."

## **Context**

Embracing a risk-benefit approach is part of changing our regulatory culture. For example, when we inspect we now assess the experience of the children attending and try to help services to improve. Traditionally the regulator would have just measured inputs and ensured that all services complied with the expected standards.

A positive approach to risk in play is being taken by specialist outdoor-based services for children. Since the UK's first full-time forest nursery was registered in Fife in 2008, outdoor-based services have flourished in Scotland. At this event, the Care Inspectorate celebrated the growth of these services and their contribution to developing a proportionate approach to risk.

## **Play Scotland support**

Cherie Morgan, Play Development Officer, Play Scotland says: "We want to see a common sense approach to risk in play, where practitioners weigh up the benefits, as well as the risks involved with activities. The opportunity to face challenges in a supportive environment helps children and young people learn to assess and manage risk for themselves, and this is vitally important for their development. We're delighted to work with the Care Inspectorate to highlight this message to those who are responsible for the day to day care of children."

## **Ministerial support**

Aileen Campbell MSP and Minister for Children and Young People supports this new approach with the following statement.

"In June 2013 the Scottish Government published the Play Strategy for Scotland, which seeks to improve the play experiences of all children and young people, including those with disabilities or from disadvantaged backgrounds. The Strategy aims to ensure all children and young people can access play opportunities in a range of settings which offer variety, adventure and challenge. They must be able to play freely and safely while learning to manage risks and make choices about where, how and when they play according to their age, stage, ability and preference.

"A huge part of this is giving regulated services the confidence to provide good quality, challenging play opportunities for children in their care. Real life experiences for children cannot be free of risk;

from the very beginning children learn from trial and error, falling and getting up, testing their own boundaries and this enables them to develop their own coping strategies and resilience.

“It is important too that children with additional support needs also have the chance to experience challenging play – and that quality play opportunities are offered to all children, according to their needs and preferences.

“Myth busting in terms of what ‘safe care’ is for our children is also important. Scotland’s children deserve to be cared for in a loving, nurturing environment that includes hugs and the comfort of touch, which is even more important now that children are in care environments from a younger age and for longer periods of time.

“I am delighted that the Care Inspectorate is supporting care service providers to adopt a more holistic risk-benefit model to help them achieve the best outcomes for children. This positive approach to risk emphasises confidence in providers using their professional judgement to support, nurture and challenge the children and young people in their care.”

# Manual Handling Policy

Published	June 2018 (V1)
Revised	Annually



# Manual Handling

At KingsWellies Nursery we recognise that staff need to carry out manual handling especially in relation to lifting children. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy. We instruct all staff in correct handling techniques and expect them to follow these to minimise the risks of injury.

We know that lifting and carrying children is different to carrying static loads and therefore our manual handling training reflects this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

## Preventing injuries

As with other health and safety issues, we recognise that the most effective method of prevention is to remove or reduce the need to carry out hazardous manual handling. Wherever possible, we review the circumstances in which staff have to carry out manual handling and re-design the workplace so that items do not need to be moved from one area to another.

Where manual handling tasks cannot be avoided, for example lifting children and changing nappies, we carry out a risk assessment by examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

Our manual handling assessment considers the following:

- The tasks to be carried out
- The load to be moved (including moving children)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

We expect staff to use the following guidance when carrying out manual handling in order to reduce the risk of injury.

## Planning and procedure

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- If more than one person is involved, plan the lift first and agree who will lead and give instructions

- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

### **Carrying children**

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members will not carry children.

### **Position**

Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

### **Lifting**

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

### **Moving the child or load**

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down



- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

### **The task**

- Carry children or loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead – use teamwork where the load is too heavy for one person.

### **The environment**

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

### **The individual**

- Never attempt manual handling unless you have been trained and given permission to do so
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- Where applicable and age/stage appropriate encourage children to use ladders up to the changing table for nappy changes rather than lifting. Where this is not appropriate always follow the lifting process
- Use cots with a drop down side and avoid bending to lift babies from their cot.

# **Infection Control, Sickness and Illness & Immunisation Policies**

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	June 2018 (V2)
<b>Revised</b>	Annually



## **Infection Control Policy**

### **Purpose of Policy**

This policy is designed to ensure that a safe, healthy environment is maintained at KingsWellies Nursery. The nursery recognises that infections can spread quickly amongst children in childcare environments therefore we will endeavour to ensure that infections are controlled and good health and hygiene practices are maintained at all times.

KingsWellies Nursery has a duty to protect the health, safety and welfare of all users and employees as well as a duty of care. In addition to this, the prevention and control of infection is essential in helping to establish a safe and secure environment in which children can learn and develop through play.

### **Who is Responsible?**

It is the responsibility of the Nursery Director to ensure that any children, parents and members of staff who have a contagious illness are excluded from the nursery for the recommended period of time.

The Nursery Director has a responsibility to inform parents and carers when their child enters the setting with a contagious illness. The Nursery Director must also inform all parents if more than 10% of the children attending the setting have a contagious illness.

All members of staff have a responsibility to ensure that any children who arrive at the setting unwell are adequately cared for. The child's parent / carer must speak to management / senior staff before a decision is made with regards whether the child should remain at nursery or go home.

All members of staff have a responsibility to ensure that they do not attend the nursery session if they have an infectious illness. This will assist KingsWellies Nursery in preventing the spread of any infectious illness.

### **How the Policy will be implemented**

KingsWellies Nursery aims to prevent the spread of infectious illnesses and infections by adhering to the following procedures:

- Excluding children with infectious illnesses and infections for the recommended period of time (please see the NHS Exclusion guidelines for further information on this)
- Excluding all members of staff with infectious illnesses and infections for the recommended period of time (please see the NHS Exclusion Guidelines for further information on this).
- Identifying signs of illness in children and staff whilst they are in the setting
- Informing parents / carers of sick children that their children are ill and arranging for them to be collected at the earliest opportunity.
- Limiting the contact of sick children with other children until they can be collected from the setting, taking into account the sensitivity of the situation and that the child does not feel victimised as a result of any action taken.
- Preventing the spread of infection by adhering to the Nursery's Health and Safety Policy, Personal Hygiene Policy and Food Safety Policy.
- Reporting incidences of certain infections to other parents and members of staff whilst maintaining the anonymity of all children and members of staff involved.

**The following are the types of infections that would be reported to parents and members of staff:**

- Head Lice
- Measles
- Chicken Pox
- Mumps
- Meningitis
- Whooping Cough

Staff will highlight the importance to parents, that if their children have not been immunised then they will be in a high risk category if an infectious illness presents itself in the setting. Parents have the right to choose whether or not they will send their child to the setting. This is particularly relevant in cases of:

- Measles
- Mumps
- Rubella
- Whooping Cough

Monitoring of children and members of staff where there has been exclusion for signs of the same illness will be ongoing.

All cases of infectious illnesses are recorded in an illness form and are signed by the child's parent or carer on collection of the child.

Members of staff who become unwell during working hours will immediately be sent home and a relief member of staff called in to ensure ratios of staff and children are maintained.

### **Dealing with Children who become Unwell**

In accordance with Nursery registration guidelines, children will not be admitted into the setting if they are showing signs of any ailment that could be contagious or could affect the Nursery's ability to care for the child and the other children in attendance. Similarly, any member of staff who attends work showing signs of any ailment that could affect their ability to carry out their duties, will be sent home and a replacement member of staff called in to cover the minimum child to adult ratios.

Children who become unwell during the course of the session will be made comfortable and will be cared for by a member of staff until their parent or carer can collect them. The dignity of the child will remain paramount and the child will be treated very sensitively, but the setting will put measures in place to ensure that the risk of the illness spreading is minimised.

In instances where any medication is administered as a form of treatment, such medication will be administered in accordance with the administration of medication policy and will only be administered with the express permission of the child's parent. Any and all administration of medication will be recorded on the medicine administration form.

Where the parent or carer cannot be contacted, the Nursery will contact the child's emergency contact (details provided on the registration form). The person collecting the child will be asked to sign any records, for example, illness form and administration of medication form.

## Exclusion Guidelines

In cases where a child, parent or member of staff is known to have contracted a contagious illness or infection that could affect other children or staff, the nursery will implement the following exclusion guidelines:

- Any child who has an illness that results in a greater need for care than members of staff can provide and who may be placing other children at risk, will be excluded until such time as treatment has been received and the child is feeling better.
- Any member of staff who has an illness that affects their ability to carry out their duties and who may be placing children or other members of staff at risk, will be excluded until such time as treatment has been received and they are feeling better.
- Any child or member of staff showing signs of fever, lethargy, or difficulty breathing or any other manifestations of severe illness, will be excluded until such time as a diagnosis has been made and treatment received and they are feeling better.
- Gastric upset: exclusion for 48 hours after last attack of vomiting or diarrhoea.
- **The exclusion period for all other Infections / Viruses will be as recommended by NHS and HPN within the “Exclusion Criteria for Childcare and Childminding Settings.” These Exclusion Criteria are displayed throughout the nursery and are sent home with all Nursery Induction Packs.**

All infectious illnesses must be reported to the Nursery Director who will advise of any exclusion period and make the decision to inform other parents and staff members.

## Minimise Sources of Contamination

- We will ensure all nursery staff have Food Hygiene Certificates or other training in food handling.
- We store food that requires refrigeration, covered and dated within a refrigerator, at a temperature of 5°C or below.
- We wash hands before and after handling food.
- We clean and disinfect all food storage and preparation areas.
- Food is bought from reputable sources and used by recommended date.

### **To Control the Spread of Infection**

- We ensure good hand washing procedures (toilet, handling animals, soil, food)
- Children are encouraged to blow and wipe their own noses when necessary and to dispose of the soiled tissues hygienically.
- Ensure different cloths and towels are kept for different areas.
- We cover all cuts and open sores.
- We wear protective clothing when dealing with accidents. (e.g. gloves and apron)
- A protocol is in place that is followed regarding contact with blood and bodily fluids.
  - Gloves and apron worn
  - Soiled articles sealed in a plastic bag.
  - Staff aware of procedures for the prevention of HIV infection.

### **To Raise Awareness of Hygiene Procedures**

- Inform all attending adults of the existing policy and procedures
- Insure that student induction includes this information.
- Provide visual instructions where possible for ease of understanding.

### **To Prevent Cross – Contamination**

- Ensure that adults and children have separate toilet facilities.

### **To Prevent the Persistence and Further Spread of Infection**

- Ensure that dedicated sinks are clearly marked.
- Be vigilant as to signs of infection persisting or recurring
- Ask parents to keep their child at home if they have an infection, and to inform the nursery as to the nature of the infection.
- Remind parents not to bring a child to nursery who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

### **Management of Clinical waste**

All clinical waste will be disposed of in an efficient and professional manner, thus reducing waste to landfill sites. We will work in partnership with a local clinical waste disposal company to ensure the best and most effective service.

Although not hazardous, nappies' (in large quantities) can be offensive and cause handling problems, therefore the waste will be removed and transported in appropriate containers and taken back to the trust base for appropriate disposal by Sanitary Hygiene Services.

## **Protect Your Business from E. coli O157**

### **E.coli O157 Fact Sheet - ACC Version 9. 12-09-12**

Bacteria, such as E. coli O157 may cause serious illness or death. They may enter your food business on raw meat, or fruits and vegetables which have been in contact with the soil. They are invisible to the naked eye, so they can easily spread to other foods without you realising.

This is known as cross contamination and is one of the most common causes of food poisoning. It happens when harmful bacteria are spread onto ready-to-eat food from other foods, surfaces, hands or equipment.

If your business handles food which could be contaminated with E. coli O157 in the same establishment as ready-to-eat food, there will be greater risk. Raw meat, fruit and vegetables which have been in contact with the soil, and are not supplied as ready-to-eat, must be handled as if they are contaminated by E. coli O157. This includes potatoes, carrots, onions, leeks, swede, parsnips, cabbage, marrows, squashes, radishes, spring onions, lettuce, celery, parsley (and other fresh herbs), fennel, artichoke, cucumber, mushrooms, melons, strawberries. This is, however, not an exhaustive list.

This factsheet highlights the strict measures that are necessary to control E. coli O157. Local authority enforcement officers will consider these measures as part of their inspections.

#### **Note: The key control measures involve:**

- separation of raw and ready-to-eat foods by separation of work areas, equipment,
- packaging and cleaning products
- effective cleaning and disinfection of contaminated items
- personal hygiene and handling practices (including hand washing technique).

If ready-to-eat foods are exposed to the risk of E. coli O157 contamination, enforcement officers will take appropriate action to protect customers. Depending on the situation, the officer may impose one or more of the following control measures;

- the prohibition of certain activities
- immediate cleaning and disinfection of surfaces, equipment and utensils
- quarantine, rework, disposal or seizure of food
- modification of food preparation activities
- retrieval of customer's meals or product withdrawal or recall

#### **Always Separate**

The best way to prevent E. coli contamination is to ensure separate work areas, surfaces, and equipment for raw and ready-to-eat foods as follows:

**Work areas:** Provide separate working areas ('clean' areas) for the preparation of ready-to-eat food where raw meat or unwashed fruit/vegetables are forbidden. Ideally separate staff should be allocated to such areas but this may not be practical in which case staff should be provided with clean protective clothing for work in the 'clean' area, or the ready-to-eat food preparation should be carried out at the start of the working day/shift.

**Storage:** Use separate storage and display facilities, including refrigerators and freezers for raw and ready-to-eat foods. Where separate units are not provided, the ready-to-eat areas should be sufficiently separated and clearly identifiable. A colour coded shelf system (with corresponding guide) labels or a refrigerator diagram may assist. Whilst items such as tomatoes, peppers, marrows and strawberries may have surface contamination and are not considered 'clean' until peeled and/or washed, the risk is considered lower and they should be stored away from more likely contaminated items such as dirty root vegetables like carrots and potatoes etc. and raw meat, but also away from ready-to-eat foods such as cooked meats and desserts.

**Equipment:** Use separate machinery and equipment, such as vacuum packing machines, slicers and mincers, for raw and ready-to-eat foods. Where this equipment is used for ready-to-eat food, it should be kept in the designated clean area.

**Utensils:** Separate dedicated chopping boards, equipment and utensils must be used for raw and ready-to-eat foods. These should be easily identifiable, e.g. colour coded with corresponding chart or suitably marked.

**Packaging:** Packaging materials for ready-to-eat foods should be stored in a designated clean area and the outside surfaces of any wrapping materials for ready to-eat food brought into a clean area must be free from contamination. Items such as cling-film used for ready-to-eat foods must be kept separate from materials used for raw meats or potentially contaminated fruits and vegetables which have not been washed.

**Hand Contact Surfaces/Items:** Cash registers, weighing scales and other equipment which staff are required to touch should not be shared by staff handling ready-to-eat food and staff working in other areas. You should provide separate equipment for use with raw food and ready-to-eat foods. A single piece of such equipment may be used if appropriate measures are taken to prevent the spread of bacteria, e.g. if a cash register is kept outside the clean area, staff from the clean area must wash their hands after using it or before returning to the clean area.

**Cleaning products:** Separate cleaning materials, ideally colour coded, including cloths, sponges and mops should be used in the designated clean area. Use disposable, single-use cloths wherever possible.

### **Clean and Disinfect**

Effective cleaning and disinfection destroys bacteria and stops them spreading to food. There are two suitable ways to disinfect contaminated areas or items:

1. **Chemical Disinfection of sinks and work surfaces** - Where you have no choice but to use a work surface or sink for raw and ready-to-eat food, these must be effectively cleaned and disinfected between tasks. This involves carrying out a 'two-stage cleaning process' as follows:

**1st Stage** - clean surfaces with an appropriate 'food safe' cleaning product which removes grease, visible dirt, food particles and debris, and rinse to remove any residue.

**2nd Stage** – disinfect using a 'food safe' product which meets the standard of **BS EN 1276:1997, or BS EN 13697:2001**. Ensure you follow the manufacturer's instructions in relation to the correct dilution and contact time for the chemical to be effective in killing bacteria and thereafter rinse with drinking water, if required.

**Note:** If you use a single sanitiser designed to clean and disinfect at the same time you will have to carry out the same two stage cleaning process with that product.

2. **Heat Disinfection of Equipment and Utensils** - Food containers, chopping boards, knives and other equipment and utensils will always require disinfection by heat after use if they are to be subsequently used for ready-to eat food preparation. Heat is one of the best ways of killing bacteria, but the temperature and contact time must be sufficient to destroy harmful bacteria.

A commercial dishwasher can be used to wash raw food equipment alongside items which will be used for ready-to-eat foods (Otherwise separate cleaning processes for the raw food equipment and the ready-to-eat equipment will be necessary).

**Note:** Dishwashers must be thoroughly cleaned (including jets and filters) at suitable frequencies, it must be in good working order, fit for purpose and the appropriate setting must be used.



**Cloths** - The safest way of cleaning is to use single-use, disposable paper towels. If, however, re-useable cloths are used, you must have separate, clearly identifiable cloths for clean areas, .e.g. a colour coded system. Without such a system, cloths must be single use only. All re-useable cloths must be washed and disinfected to remove grease, visible dirt and food particles. This should be achieved by using an appropriate cleaning agent and subsequently boiling them, or washing them on a hot cycle at 82°C or above. They must then be suitably dried.

### **Handle Food Hygienically**

It is vital for staff to follow good food handling and personal hygiene practices to help prevent harmful bacteria spreading to ready-to-eat food by cross-contamination.

### **Food Preparation**

Additional care should be taken when handling foods such as carrots, onions, and cabbage if they are to be eaten as a ready-to-eat food (without cooking). For example, grated carrot used in a side salad or as a constituent of coleslaw. The surface layer of carrots may have numerous cracks and crevasses which could harbour E. coli O157. They must be washed to remove contaminants, then peeled and rinsed before grating. Thereafter strict separation control is required between these prepared foods and raw foods to ensure they are not exposed to a risk of contamination from any unwashed/unprepared root vegetables or raw meat.

Some fruit and vegetables such as unwashed/unprepared tomatoes, grapes, apples, pears, raspberries and blackcurrants are less likely to have been in contact with the soil and will therefore be less likely to be contaminated with E. coli O157. Less stringent washing of these types of food is acceptable although care is required to prevent contamination prior to consumption.

### **Handwashing**

Effective handwashing using a recognised technique, E.g. from the Department of Health or the NHS, is always required prior to handling ready-to-eat foods in order to control cross-contamination. It must also occur after: going to the toilet, handling any food that may be a potential source of E. coli O157, hand contact with equipment or other surfaces that may have been in contact with raw foods, handling waste, eating and cleaning.

The use of non-hand-operable taps is strongly advised, but if they are not available, taps should be turned off using a paper towel. A non-hand-operable mixer tap is convenient for providing water at the desired 45°C for effective handwashing.

Soap must always be available and should be in liquid form from a dispenser. Soaps which conform to BS EN 1499:1997 are recommended.

Single use towels from a dispenser are considered best for drying hands hygienically. They should be disposed of in a manner which does not cause recontamination of the hands, e.g. in a foot pedal operated bin.

**Note:** Anti-bacterial hand gels should not be used instead of thorough handwashing, but only as an additional measure after handwashing. A range of **free online training videos** including correct handwashing technique are available to view at <http://www.food.gov.uk/business-industry/caterers/hygiene-videos>

### **Handling Food - Safety Tips:**

Keep hands clean to prevent contamination.

Minimising direct contact with food will reduce the risk of harmful bacteria spreading. Handle food with regularly cleaned and disinfected tongs and other utensils.

Wear clean protective clothing. Frequently change contaminated outer protective clothing (e.g. aprons and gloves) and wash hands thoroughly before putting on clean clothing and entering a clean area used for handling and storing ready-to-eat foods.

Use disposable gloves but change them between tasks, as well as at every break and when they become damaged. Wash hands thoroughly before putting gloves on and after taking them off.

If it's not possible to have separate preparation areas for raw and ready to eat foods, use 'time separation' as a control i.e. handle/prepare all raw meats or unprepared vegetables at a specific time separate from ready-to-eat preparation (with disinfection of areas and equipment afterwards).

For more information on good food hygiene please refer to the food hygiene information pack at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness). Alternatively, contact your local council Environmental Health Service.

## **Sickness and Illness Policy**

At KingsWellies Nursery we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers.

### **Our procedures**

In order to take appropriate action of children become ill and to minimise the spread of infection we implement the following procedures:

- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key worker, wherever possible
- We follow the guidance on Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) given to us by the Infection Control Team Scotland and the exclusion criteria for 'Childcare and Childminding Settings' (Health Protection Scotland) guidance on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox to protect other children in the nursery
- Exclusion Criteria for Childcare and Childminding Settings are displayed around the nursery and are also part of the initial induction pack for all children.
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours.
- We notify the Care Inspectorate as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with a notifiable disease such as food poisoning.
- We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection.
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.
- We make information/posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

### **Meningitis procedure**

If a parent informs the nursery that their child has meningitis, the nursery manager will contact the Infection Control (IC) Nurse for their area and the Care Inspectorate. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and ensure that the appropriate authority is notified.

## **Transporting children to hospital procedure**

- If the sickness is severe, a designated member of staff should call for an ambulance immediately whilst still ensuring that the child is continued to be comforted and there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together. DO NOT attempt to transport the sick child in your own vehicle.
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital.
- The most appropriate member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately.
- The nursery manager/staff member must remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance.
- Staff may also require support following an incident.

## **Immunisation Policy**

At KingsWellies Nursery we expect that children are vaccinated in accordance with the government's health policy and their age. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children may not be vaccinated in the nursery, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record, information about immunisations recorded on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

### **Staff vaccinations policy**

It is the responsibility of all staff to ensure they keep up to date with their vaccinations as recommended by the NHS vaccination schedule and keep the nursery informed. Such as for:

- Tetanus
- Tuberculosis
- Rubella
- Hepatitis
- Polio

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for their own good health.

## **Emergency information**

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters, at parents' evenings, through email, twitter and facebook and a reminder notice on the Parent Information Board.

### **Update to Food Safety Procedures**

#### **Entier Ltd**

**Entier Ltd** will provide all food within the nursery environment i.e. Breakfast, Morning Snack, 2 Course Lunch, Afternoon "Mighty" Snack.

Entier Ltd have full responsibility for all food safety and food handling procedures within KingsWellies. Entier Ltd have full management responsibility for the food operation within KingsWellies Nursery.

#### **KingsWellies Nursery Staff**

**KingsWellies Nursery Staff** will support children when involved in curricular activities involving food preparation e.g. baking, smoothie making etc. They will also serve ready-prepared meals to the children.

All KingsWellies staff will have training in basic food hygiene principles. Food Hygiene Training will be reviewed and provided for all staff every 3 years. Infection Control and Risk assessment training will also be provided for all staff as appropriate'.

Good practice will be adhered to at all times by KingsWellies staff when handling and preparing food with the children i.e. appropriate staff: children ratio, hand washing procedures by all staff and children, use of aprons, all food dated and packaged appropriately, etc.

Good practice is detailed as appropriate throughout the attached KingsWellies Nursery Operational Policies and Procedures.



# Exclusion Criteria for Childcare and Childminding Settings

## Recommended time to be kept away from daycare and childminding

### Main points

- Any child who is unwell should not attend, regardless of whether they have a confirmed infection.
- Children with diarrhoea and/or vomiting should be excluded until they have had no symptoms for 48 hours after an episode of diarrhoea and/or vomiting.
- Coughs and runny noses alone need not be a reason for exclusion but if the child is unwell they should not attend.
- Skin rashes should be professionally diagnosed and a child should only be excluded following appropriate advice.
- Certain individuals exposed to an infection, for example an immunocompromised child who is taking long term steroid treatment or has cancer, may require specific advice from their GP.
- Children should only be excluded when there is good reason. If in doubt contact a member of the Health Protection Team (HPT).
- If an outbreak of infection is suspected the local Health Protection Team should be contacted.

Further information can be found in Infection Prevention and Control in Childcare Settings (Day Care and childminding settings) <http://www.hps.scot.nhs.uk/haic/ic/guidelinedetail.aspx?id=47103>

Information on current immunisation schedule for children can be found at <http://www.immunisationscotland.org.uk/index.aspx>

If you have any questions please contact your local Health Protection Team (HPT)

Name: .....

Telephone Number: .....

Infection/Virus	Exclusion period	Comments
<b>DIARRHOEA AND VOMITING ILLNESS</b>		
General advice	Exclude until 48 hours after the diarrhoea and/or vomiting has stopped. Depending on the specific infection, exclusion may apply to: • young children; • those who may find hygiene practices difficult to adhere to; • those who prepare or handle food for others. Your local HPT will advise.	Diarrhoea is the passage of 3 or more loose or liquid stools per day, or more frequently than is normal for the individual. If blood is found in the diarrhoea then the patient should get advice from their GP.
<b>Common Infections</b>		
Norovirus	48 hours from last episode of diarrhoea and vomiting.	
Campylobacter	48 hours from last episode of diarrhoea and vomiting.	Discussion should always take place between the HPT and Nursery
Salmonella	48 hours from last episode of diarrhoea and vomiting.	
<b>Less common infections</b>		
Cryptosporidiosis	48 hours from last episode of diarrhoea and vomiting.	Exclusion from swimming is advisable for two weeks after the diarrhoea has settled
E.Coli O157	Your local HPT will advise.	
Shigella (Bacillary Dysentery)	Your local HPT will advise.	
Enteric fever (Typhoid and paratyphoid)	Your local HPT will advise.	
<b>RESPIRATORY INFECTIONS</b>		
Coughs/colds	Until recovered.	Consider influenza during the winter months.
Flu (influenza)	Until recovered.	Severe infection may occur in those who are vulnerable to infection.
Tuberculosis (TB)	Consult with your local HPT.	Not easily spread by children. Requires prolonged close contact for spread.
Whooping cough (Pertussis)	5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment.	Preventable by vaccination. After treatment non-infectious coughing may continue for many weeks. Your local HPT will organise any contact tracing.
<b>RASHES/SKIN</b>		
Athletes foot	None.	Athlete's foot is not serious. Treatment is recommended.
Chickenpox (Varicella zoster)	5 days from onset of rash.	Pregnant staff should seek advice from their GP if they have no history of having chickenpox. Severe infection may occur in vulnerable children.
Cold sores, (herpes simplex)	None.	Avoid kissing and contact with the sores. Cold sores are generally a mild self-limiting disease.
German measles (rubella)	6 days from onset of rash.	Preventable by immunisation (MMR x 2 doses). Pregnant staff should seek advice from their GP.
Hand, foot and mouth (coxsackie)	None.	Contact your local HPT if a large number of children are affected.
Impetigo (Streptococcal Group A skin infection)	Until sores are crusted or healed or until 48 hours after antibiotic treatment has started.	Antibiotic treatment may speed healing and reduce infectious period.
Measles	4 days from onset of rash. Always consult with HPT.	Preventable by immunisation (MMR x 2 doses). Pregnant staff should seek advice from their GP. Severe infection may occur in vulnerable children. Your local HPT will organise contact tracing.
Molluscum contagiosum	None.	A self limiting condition.
Ringworm	Exclusion not usually required.	Treatment is required.
Roseola (infantum)	None.	None.
Scabies	Child can return after first treatment.	Two treatments 1 week apart for cases. Contacts should have same treatment; include the entire household and any other very close contacts. If further information is required, contact your local HPT.
Scarlet fever	24 hours after commencing antibiotics.	Antibiotic treatment recommended for the affected child.
Slapped Cheek Syndrome (Erythrovirus B19)	None.	Pregnant staff should seek advice from their GP. Severe infection may occur in vulnerable children.
Shingles (Varicella zoster)	Exclude only if rash is weeping and cannot be covered, e.g. with clothing.	Can cause chickenpox in those who have not had chickenpox. Pregnant staff should seek advice from their GP.
Warts and Verrucae	None.	Verrucae should be covered in swimming pools.
<b>OTHER INFECTIONS</b>		
Conjunctivitis	None.	If an outbreak occurs contact local HPT.
Diphtheria	Exclusion will apply. Always consult with your local HPT	Preventable by vaccination. Your local HPT will organise all contact tracing.
Glandular Fever	If unwell.	
Head lice	None.	Treatment is recommended only in cases where live lice have definitely been seen. Close contacts should be checked and treated if live lice are found. Regular detection (combing) should be carried out by parents.
Hepatitis A or E	Exclude until 7 days after onset of jaundice (or seven days after symptom onset if no jaundice).	Your HPT will advise.
Hepatitis B and hepatitis C	None.	Blood borne viruses that are not infectious through casual contact.
Meningococcal meningitis/septicaemia	Until recovered. HPT will advise.	Meningitis C is preventable by vaccination. There is no reason to exclude siblings and other close contacts of a case. Your local HPT will provide advice for staff and parents as required and organise all contact tracing.
Meningitis* due to other bacteria	Until recovered.	Hib and pneumococcal meningitis are preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case. Your local HPT will give advice on any action needed.
Meningitis viral	Until recovered.	Milder illness. There is no reason to exclude siblings and other close contacts of a case.
Mumps	Five days from onset of swollen glands.	Preventable by vaccination (MMR x 2 doses).
Threadworms	None.	Treatment is required for the child and all household contacts.

References: Guidance on Infection Control in School and other Child Care Settings Poster, HPA, April 2010. Definition of diarrhoea <http://www.who.int/topics/diarrhoea/en/>



# Animal Health and Safety Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# **Animal Health and Safety**

At KingsWellies Nursery we recognise that pets can help meet the emotional needs of children and adults. Caring for pets also gives children the opportunity to learn how to be gentle and responsible for others and supports their learning and development.

## **Nursery pets**

At KingsWellies Nursery we have a hamster and fish. The KingsWellies dogs, Rumpole and Ziggy, who are registered Therapets often also visit.

- Permission slips are obtained from parents to seek written permission for their child to be involved in caring for the animal at nursery
- A full documented risk assessment is completed, including considerations for children with any allergies
- All pets are homed appropriately and securely
- Only staff have responsibility for cleaning out the animals (where applicable). Protective equipment such as gloves and aprons are used
- We ensure all pets have had all of their relevant vaccinations, are registered with the vet and are child-friendly
- Pets are not allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals, and will be encouraged not to place their hands in their mouths while pets are being handled. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

## **Pets from home**

- If a child brings a pet from home to visit the nursery as a planned activity, parents of all children who will be in contact or in the same area as the pet are informed. We obtain written permission from parents to ensure no child has an allergy or phobia. We complete a full, documented risk assessment prior to the pet visiting and analyse any risks before this type of activity is authorised
- Pets will not be allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals and will be encouraged not to place their hands in their mouths during the activity. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

## **Visits to farms**

- A site visit must be made by a senior member of staff before an outing to a farm can be arranged. We check that the farm is well-managed, that the grounds and public areas are as clean as possible and that suitable first aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- We check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area



- We will ensure that there is an adequate number of adults to supervise the children, taking into account the age and stage of development of the children
- We will explain to the children that they will not be allowed to eat or drink anything, including crisps and sweets, or place their hands in their mouths, while touring the farm because of the risk of infection and explain why the children should be given the reasons for this
- We will ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.

### **During the visit**

- If children are in contact with, or feeding animals, we will warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- We will encourage children to leave comforters (e.g. soft toys and blankets) and dummies either at nursery, in the transport used or in a bag carried by a member of staff to ensure cross-contamination is limited
- After contact with animals and particularly before eating and drinking, we will ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will be supervised. We will always explain why the children need to do this
- Meals, breaks or snacks will be taken well away from the areas where animals are kept and children will be warned not to eat anything which has fallen on the ground. Any crops produced on the farm will be thoroughly washed in portable water before consumption
- We will ensure children do not consume unpasteurised produce, e.g. milk or cheese
- Manure or slurry presents a particular risk of infection and children will be warned against touching it. If they do touch it, we will ensure that they thoroughly wash and dry their hands immediately
- We will ensure all children, staff and volunteers wash their hands thoroughly before departure
- We will ensure footwear and clothing is as free as possible from faecal materials.

# **Staff Induction, Continual Professional Development and Training Policy**

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2014
<b>Revised</b>	Annually





## **Staff Induction, Development and Training Policy**

### **Staff Induction Programme**

All new staff will complete a full and detailed Induction Programme based around the following training priorities:

- Welcome to KingsWellies Nursery
- Policies and Procedures
- First Aid
- Food Hygiene / Food Safety
- Allergens and Dietary Requirements
- Child Protection
- Getting it Right for Every Child (GIRFEC)
- Additional Support Needs and Inclusion
- Health and safety / Risk Assessments
- Administration of Medication
- National Care Standards
- Lifting and Handling
- Pre-Birth to Three- Positive Outcomes for Scotland's Children
- Curriculum for Excellence
- How Good is our School 3
- The Child at the Centre 2
- How Good Is Our Early Learning and Childcare? (February 2016)
- Care and Welfare
- Infection Control
- Behaviour Management
- Confidentiality

KingsWellies Nursery highly values its staff. It is in the interests of the nursery, the children, families and the individual, that each staff member is given the opportunity to develop their skills to their maximum potential and to broaden their knowledge and skills in caring for children.

Continual personal and professional development is essential to maintaining the quality and delivery of high quality care and education for young children in their early years. It underpins all aspects of curriculum delivery and positive interactions.

At KingsWellies Nursery, we will ensure that at least 50% of all staff are qualified to SVQ Level 2 / 3 or equivalent in childcare and education. We will also continually aim towards 100% of all staff being qualified at SVQ Level 2 or above. Other staff working at the nursery will be undertaking ongoing professional training towards achieving their SVQ Level 2 / 3 qualification.

The Nursery Director holds a B.Ed Honours Degree in Primary/Nursery Teaching, also a Post Graduate Certificate in Educational Leadership / Management and a Scottish Qualification in Headship.

We strongly promote continual professional development and all staff will have individual training records and continual professional development plans to enhance their skills and expertise. The Nursery Director / Nursery Manager will meet with staff formally on a 3 monthly / 6 monthly / yearly basis as part of a CPD meeting but will meet with all staff to discuss their future development needs, on a continual and informal basis.

External training and support is sought as appropriate to the needs of the nursery and the children attending. Staff qualifications will be renewed and updated as an ongoing priority.

**To Facilitate the Continual Professional Development of Staff we will:**

1. Lead and act as role models with staff, and offer encouragement and support to achieve a high level of morale, motivation, commitment and enthusiasm.
2. Promote teamwork through ongoing communication, involvement to enhance nursery practice and the valuing of individuals.
3. Provide opportunities for distributive leadership based on skills and expertise to offer recognition and to stimulate staff.
4. Provide high quality continual professional development and training which meets the needs of the individual.
5. Encourage staff to contribute ideas for change / improvement priorities within the nursery and hold weekly staff meetings and team meetings to develop these ideas. Weekly meetings are also held to discuss strategy, policy and curriculum planning.
6. Encourage staff to further their experience and knowledge by attending relevant external training courses.
7. Encourage staff to pass on their knowledge to those who are less experienced and to disseminate knowledge from external training to small groups of staff within the nursery.
8. Celebrate and promote good practice and achievement throughout the nursery.
9. Provide regular in-house training relevant to the needs of the nursery staff
10. Carry out ongoing supervision with all staff. Staff appraisals / professional development and review meetings are carried out every year where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs.
11. Develop a continual professional development training plan addressing both qualifications and continuous professional development needs of the setting and of individual staff.
12. Promote a positive learning culture within the setting. Every day is a learning day!
13. Delegate responsibilities according to an individual's expertise.
14. Carry out a training needs analysis for all individual staff, the team as a whole, and for the nursery with a focus on future improvement priorities
15. Carry out full evaluations of all training events and use these to plan future training programmes with a focus on effectiveness and staff learning.
16. Provide inductions to welcome all new staff. Assign a senior member of staff to support new staff as a mentor.
17. Offer ongoing support and guidance.
18. Provide trainee staff with a mentor / buddy to support them.
19. Produce a yearly Nursery Improvement Plan which clearly highlights Nursery Improvement Priorities for the coming year. This will also reflect the ongoing professional development priorities of staff.

# **Continual Professional Development Policy**

## **Principles, Values and Entitlements:**

1. KingsWellies Nursery believes that a coherent and progressive opportunity to develop professionally and personally both improves standards and raises morale through personal and professional fulfilment and assists recruitment and retention.
2. All staff shall have an entitlement to equality of access to high-quality induction and continuing professional development. All employees will have opportunities through performance management, appraisal and through other mechanisms to discuss their continual professional development needs.
3. The central emphasis will be on improving standards and the equality of care, teaching and learning. The ultimate aim is the improvement in the practice of individuals and teams through creating learning communities. Supportive and collaborative cultures will work to extend the capacity for continuous self-improvement of all KingsWellies staff.
4. CPD planning will be inextricably linked and integrated with KingsWellies Nursery's improvement plan and be based on a range of information:
  - The needs of the Nursery as identified through its self-evaluation;
  - Issues identified through other monitoring, e.g. Care Inspectorate, Education Scotland & Scottish Qualification Authority
  - National and local policies
  - Performance Management;
  - Feedback from staff and others including stakeholders, children and parents.
5. KingsWellies Nursery will have effective measures in place to audit the professional and personal needs of staff and link to the self-evaluation system. The CPD Policy will address the needs created by national and local priorities, the needs of the Nursery as well as individual aspirations, needs and personal fulfilment.
6. The CPD provision will allow staff to develop skills and competences progressively, with reference to recognised competency frameworks such as the SSSC Standards Framework & SQA Qualifications Framework.
7. Quality assurance mechanisms will ensure that KingsWellies Nursery access provision of a consistently high standard.
8. The CPD Leader will hold a senior responsibility within the Nursery.
9. KingsWellies Nursery will support accreditation of the professional development of staff.
10. KingsWellies Nursery will participate in initiatives and projects which can be shown to have a positive impact on staff development and represent good value for money.

## **Leadership and Management of CPD**

1. KingsWellies Nursery will have a named CPD Leader/Co-ordinator who shall be deemed to be fulfilling a leadership and management responsibility in relation to this post.
2. The CPD Leader shall be responsible for identifying the Nurseries CPD needs with Managers and Supervisors being responsible for their individual staff CPD needs.
3. The CPD Leader/Co-ordinator will be responsible annually for discussing with the Managers and Supervisors the main CPD priorities and the likely budgetary implications of addressing these needs.
4. CPD issues will be addressed at Senior Management meetings.
5. There is in place robust, transparent arrangements for accessing CPD that are known to all staff.
6. There will be arrangements for annual discussions between staff and their Managers to discuss the following, within the context of the Nursery's priorities:
  - Needs and aspirations;
  - Methods of accessing CPD provision including appropriate funding;
  - Accreditation opportunities;
  - Ways of sharing good practice across the nursery.

## **Planning for Effective CPD**

The arrangements for CPD need to balance the use of resources with the range of ambitions and interests within staff. The following criteria will be used to inform the decision making process to achieve such a balance. CPD opportunities will be rated more highly when they:

- a) Meet identified individual, Nursery or national development priorities;
- b) Are based on good practice;
- c) Help raise standards of children's achievements;
- d) Respect cultural diversity;
- e) Are provided by those with the necessary experience, expertise and skills;
- f) Are planned systematically and follow the agreed programme except when dealing with emerging issues;
- g) Are based, where appropriate, on relevant standards;
- h) Are based on current research and inspection evidence;
- i) Make effective use of resources, particularly ICT;
- j) Are provided in accommodation which is fit for purpose with appropriate equipment;
- k) Provide value for money;
- l) Have effective monitoring and evaluation systems, to inform the quality of provision.

### **Supporting a range of CPD activities**

KingsWellies Nursery will support a wide portfolio of CPD approaches in an effort to match preferred learning styles of staff. These CPD approaches will include:

- Attendance at courses or conferences
- In-house training using the expertise available within the organisation, e.g. team building, skills in playroom observation, sharing existing expertise
- Work-based through accessing an external consultant/adviser or relevant expert
- Visits to other settings to observe or participate in good and successful practice
- Opportunities to participate in award bearing work from higher education or other providers
- Distance learning, e.g. relevant resources, training videos, reflection, simulation, internet courses
- Job enrichment/enlargement, e.g. a higher level of responsibility; working in someone else's job, job sharing, acting roles, job rotation, shadowing
- Producing documentation or resources such as a personal development plan
- Coaching and mentoring – receiving or acting in these roles, acting or receiving the support of a critical friend, teambuilding activity
- Partnerships e.g. with a colleague, group, subject, activity
- Team meetings and activities e.g. joint planning, observations, special project working groups

### **Recording and disseminating**

The CPD Leader/Co-ordinator will provide directly, or organise, guidance to staff on producing and updating an appropriate professional development portfolio (CPD file). Following professional development, the participant will discuss with their manager, the process to effectively share this with other staff.

The Manager will encourage staff to update their CPD records regularly and accurately to include all CPD activities undertaken.



# Staff Recruitment and Selection Policy

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Staff Recruitment & Selection Policy**

### **Introduction**

KingsWellies Nursery is committed to providing the best possible care and learning to all children and safeguarding and promoting the welfare of all children and young people. KingsWellies Nursery is also committed to providing a happy and supportive working environment to all of its members of staff. The nursery recognises that, in order to achieve these aims, it is of fundamental importance to attract, recruit and retain staff who will share this commitment. We aim to:

- ensure that we use the Care Inspectorate Guidance within Safer Recruitment For Safer Services (November 2008) as an audit tool and basis for all recruitment practices.
- ensure that the best possible staff are recruited on the basis of their qualifications, experience, abilities and suitability for the position.
- ensure that no job applicant is treated unfairly on any grounds including race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, marital or civil partner status, disability or age.
- ensure compliance with all relevant recommendations and guidance.
- ensure that the nursery meets its commitment to safeguarding and promoting the welfare of children and young people by carrying out all necessary pre-employment checks.

### **Recruitment & Selection Procedure**

All applicants for employment will be required to submit a Curriculum Vitae containing information about their academic and employment history and their suitability for the role.

Applicants will receive a job description and person specification for the role applied for.

The applicant may then be invited to attend a formal interview at which his/her relevant skills and experience will be discussed in more detail.

If it is decided to make an offer of employment following the **formal interview**, any such offer will be conditional on the following:

- The receipt of two satisfactory references (one of which should be from the applicant's most recent employer).
- The receipt of an Enhanced Protecting Vulnerable Groups Certificate.
- Verification of the applicant's medical fitness.
- Registration as a member of appropriate professional bodies eg. SCCC, GTC

We advise that anyone appointed to a post involving regular contact with children or young people must be medically fit. It is the Nursery Director's responsibility to be satisfied that employees of the nursery have appropriate level of physical and mental fitness before an appointment is confirmed.

The nursery is aware of its duties under the Disability Discrimination Act 1995. No job offer will be withdrawn without first consulting with the applicant, considering medical evidence, considering reasonable adjustments and suitable alternative employment.

### **Verification of Identity and Address**

All applicants who are invited to an Interview will be required to bring the following:

- Passport and
- Birth certificate
- Driving Licence
- A letter from bank, building society or utility bill which shows applicant's address.

The nursery asks for the date of birth of all applicants (and proof of this). Proof of date of birth is necessary so that the nursery may verify the identity of, and check for any unexplained discrepancies against applicants on the grounds of age.

## **Verification of Qualifications**

The candidate must bring all relevant certificates (preferably originals to the interview).

If certificates are not provided, the Nursery Director will contact the awarding body for verification.

## **Checking Professional Registers**

The Nursery Director will check an applicant's current or past registration with SSSC or any other relevant regulatory body as appropriate.

The SSSC is able to provide details to employers who are seeking information about applicants on:

- Information about the qualifications held by the applicant.
- Whether the applicant's registration is subject to any conditions.
- Whether the applicant is currently the subject of investigation by SSSC or in the midst of conduct procedures.

All applicants who are registered with the SSSC will be asked to bring their certificate of registration to the interview.

## **References**

All offers of employment will be subject to the receipt of a minimum of two references which are considered satisfactory by the Nursery Director. One of the references should be from the applicant's current or most recent employer. If the current/most recent employment does/did not involve work with children, then the second referee should be from the employer with whom the applicant most recently worked with children. All referees will be asked whether they believe the applicant is suitable for the job for which they have applied and whether they have any reason to believe that the applicant is unsuitable to work with children. All referees will be sent a copy of the job description and person specification for the role which the applicant has applied for.

If the referee is a current or previous employer, they will be asked to confirm the following:

- The applicant's dates of employment, job title/duties, reason for leaving, performance, sickness and disciplinary record
- Whether the applicant has ever been the subject of disciplinary procedures involving issues related to the safety and welfare of children (including any in which the disciplinary sanction has expired)
- Whether any allegations or concerns have been raised about the applicant that relates to the safety and welfare of children and young people or behaviour towards children or young people

The nursery will only accept references obtained directly from the referee and it will not rely on references provided by the applicant.

The Nursery Director will compare all references with any information given on the CV. Any discrepancies or inconsistencies in the information will be taken up with the applicant and the relevant referee, before any appointment is confirmed.

## **Criminal Records Check**

For all positions, the nursery requests an enhanced disclosure check / PVG. An enhanced disclosure will contain details of all convictions on record (including those which are defined as "spent" under the Rehabilitation of Offenders Act 1974) together with details of any cautions, reprimands or warnings held on the Police National Computer.

An enhanced disclosure will also reveal whether an applicant is barred from working with children or vulnerable adults. An enhanced disclosure may also contain non-conviction information from local police records which a chief police officer thinks may be relevant in connection with the matter in question.

## **Induction Process**

An induction procedure is followed whereby

- The new member of staff is given written guidelines on appropriate behaviour in the nursery
- A copy of all nursery policies and procedures.
- A copy of the Job Description
- An end of week review for approximately 6 weeks to discuss their work performance and next steps for the following week – this will be held by the Playroom Supervisor / Nursery Manager.
- All new staff will complete a full and detailed Induction programme with a clear focus on the following:
  - Welcome to KingsWellies Nursery
  - All Policies and Procedures
  - First Aid
  - Food Hygiene
  - Allergens and Dietary requirements
  - Child protection
  - Getting it Right for Every Child (GIRFEC)
  - Additional Support Needs and Inclusion
  - Health and Safety and Risk Assessment
  - Administration of Medication
  - National Care Standards
  - Lifting and Handling
  - Pre-Birth to Three - Positive Outcomes for Scotland's Children
  - Curriculum for Excellence
  - The Child at the Centre 2
  - How Good Is Our Early Learning and Childcare (February 2016)
  - Care and Welfare
  - Infection Control
  - Behaviour Management
  - Confidentiality
  - Food Safety

The new member of staff is allocated a mentor / buddy to help enforce appropriate work related behaviour.

The new staff member will be on a three month's trial after this period. All relevant courses (as stated above) will be completed within this 3 month period.

For the first year of employment the new staff member will have a review every six months on their work performance, which will indicate any training needs required, this will be private and confidential on a one-to-one basis with the Director. Following the first year of employment, every staff member will participate in an annual Continual Professional Development Review on a one to one basis with the Nursery Manager / Nursery Director.

## **Retention of Records**

If an applicant is appointed, the nursery will retain any relevant information provided on their application form (together with any attachments) on their personal file. If the application is unsuccessful, all documentation relating to the application will be confidentially destroyed after six months.

## **Queries**

If an applicant has any queries, they should contact the Nursery Director.

## **Qualifications and Registration of Employees - Positional Statement**

### **Purpose of Statement**

To ensure that the setting meets the requirements of the Regulation of Care (Scotland) Act 2001 and ensure that all staff are qualified and registered to work with children under the age of 16 years.

### **Who is Responsible?**

It is the responsibility of the Nursery Director to ensure that all staff including themselves, are in possession of or working towards a recognised qualification in childcare that will enable them to register (if not already registered) with the Scottish Social Services Council.

### **How will the Statement be implemented?**

- All staff are asked to provide copies of their qualification certificates at interview.
- All staff are required to sign to declare that they are willing to work towards a recognised qualification (if not in possession of one already) in order that they can register with the SSSC.
- All staff are required to register with the SSSC within the required timescales set down by the SSSC.
- All staff are required to complete a skills and training profile to enable them to work towards their qualification.
- Staff are required to abide by the regulations set down in the SSSC code of conduct at all times, copies of this are available to all staff members.

### **Recruitment of Ex-Offenders**

1. The Code of Practice ("the Code") is published by Scottish Ministers under section 122 of Part V of The Police Act 1997 ("the 1997 Act"). The Code identifies obligations which registered bodies, counter signatories and other recipients of disclosure information issued under the 1997 Act and the Protection of Vulnerable Groups (Scotland) Act 2007 ("the 2007 Act").
2. We comply with the Code, the 1997 and 2007 Acts regarding the treatment of individuals who are subject to Disclosure Scotland checks. We undertake not to discriminate unfairly against the subject of a disclosure on the basis of conviction or other information revealed.
3. We will provide a copy of this policy and the Code to anyone who asks to see it.
4. We are committed to equality of opportunity, to following practices, and to providing a service which is free from unfair and unlawful discrimination. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of offending background. We actively promote the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on skills, qualifications and experience.
5. We will use a Disclosure Scotland check where this is considered proportionate and relevant to the particular position or type of regulated work. This will be based on a thorough risk assessment of the position or work and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure under the 1997 Act or a Scheme Record under the 2007 Act is applicable.
6. Where a disclosure application or request is deemed necessary, individuals will be made aware that the position or work will be subject to a Disclosure Scotland check and that the nature of the position or work entitles us to ask about spent and unspent convictions.

7. At interview, or under separate discussion, we undertake to ensure an open and measured discussion on the subject of any offences or other matters that might be considered relevant for the position or work concerned.
8. We undertake to discuss any matter revealed in a certificate<sup>1</sup> issued under the 1997 Act or a Scheme Record issued under the 2007 Act with the subject of that disclosure before a decision is made.
9. We ensure that all those who are involved in the decision making process have been suitably trained to identify and assess the relevance and circumstances of disclosure information. We also ensure that they have received appropriate guidance and training about providing work for ex-offenders.

**Having a criminal record will not necessarily debar you from working with us.**

# Staff Behaviour Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# Staff Behaviour Policy

At KingsWellies Nursery we take the safety and welfare of our children and staff seriously. This policy ensures staff behave in an appropriate manner to act as a role model for and protect all children in their care. Within this policy we will also ensure that any changes to staff behaviours or ways of working are closely monitored, discussed and supported to ensure all children are safeguarded throughout their time here.

## Expected staff behaviour

Within our nursery we expect our staff to:

- Put our children first, their safety, welfare and ongoing development is the most important part of their role
- Behave as a positive role model for the children in their care by remaining professional at all times and demonstrating caring attitudes to all
- Work as part of the wider team, cohesively and openly
- Be aware of their requirements under the Care Inspectorate and Curriculum for Excellence and the nursery policies and procedures designed to keep children safe from harm whilst teaching children and supporting their early development
- React appropriately to any child protection concerns quickly and concisely in accordance to the nursery / Local authority procedures and training received
- Not share any confidential information relating to the children, nursery or families using the facility
- Maintain the public image of the nursery and do nothing that will pull the setting into disrepute
- Ensure that parental relationships are professional and external social relationships are not forged. If a relationship exists prior to the child starting at the setting, discussions with management will be held to ensure the relationship remains professional. No staff should be linked to parents on social media during their time at nursery
- Report to management immediately any changes in personal life that may impact on the ability to continue the role. These may include (but not limited to) changes in police record, medication, people living in the same premises, any social service involvement with their own children.

## Monitoring staff behaviour

Within the nursery we:

- Conduct regular peer observations using all staff and management, during which we will look at interactions with children and their peers
- Have regular supervisions with all staff in which ongoing suitability will be monitored and recorded
- Use a whistleblowing policy that enables team members to discuss confidentially any concerns about their colleagues
- Ensure all new staff members are deemed suitable with the appropriate checks as detailed in the safeguarding policy.

Some behaviours that may cause concern and will be investigated further:

- Change in moods



- Sudden change in religious beliefs / cultural beliefs (may be a sign of radicalisation)
- Changes in the way of acting towards the children or the other members of the team (becoming more friendly and close, isolation, avoidance, agitation etc.)
- Sudden outbursts
- Becoming withdrawn
- Secretive behaviours
- Missing shifts, calling in sick more often, coming in late
- Standards in work slipping
- Extreme changes in appearance.

**Procedures to be followed:**

If we have a concern about changes in staff behaviour within the nursery, an immediate meeting will be called with the individual and a member of management to ascertain how the person is feeling. We will aim to support the staff wherever possible and will put support mechanisms in place where appropriate.

Ultimately we are here to ensure all staff are able to continue to work with the children as long as they are suitable to do so, but if any behaviours cause concern about the safety or welfare of the children then the procedure on the child protection policy will be followed.

All conversations, observations and notes on the staff member will be logged and kept confidential.

# Lone Working Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# Lone Working Policy

At KingsWellies Nursery we aim to ensure that no member of the team is left alone working either in a room alone or within the building at any time. However, there may be occasions when this is not always possible due to:

- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- Following a child's interest, as this may lead staff away with a child to explore an area
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g. management, opening and closing the setting, carrying out cleaning or maintenance at the settings and staff operating outside operating hours.

We always ensure that our staff:child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

Considerations when deciding on lone working include: how lone workers manage with a variety of tasks. These include talking to parents and supervising activities whilst maintaining the safety and welfare of children. Also ensuring that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training and competency, food hygiene training and hold a level 3 qualification.

Public liability insurance for lone working will be sought where applicable.

Employees/managers' responsibilities when left in a room alone include ensuring that:

- To complete a risk assessment for staff working alone
- Ratios are maintained
- There is someone to call on in an emergency if required
- The member of staff and children are safeguarded at all times (relating to additional policies as above).

Employee's responsibilities when left in the building alone:

- To make a member of the management aware of when they are working and make plans to check in at their expected time of completion of the work
- To ensure they have access to a telephone at all times in order to call for help if they need it, or for management to check their safety if they are concerned
- Ensure that the building remains locked so no one can walk in unidentified
- Report any concerns for working alone to the management as soon as is practicably possible.

Management's responsibilities when left in the building alone:

- To ensure staff working alone are competent and confident to carry out any safety procedures e.g. fire evacuation

- To ensure that the employee has the ability to contact them or a member of the team event if their lone working is outside normal office hours (i.e. access to a phone, contact numbers of someone they can call)
- To check that the employee has someone they can contact in the event of an emergency, and the numbers to call
- To ensure that employees have the ability to access a telephone whilst lone working

Risk assessments are also completed for these occasions, including hazards and risks and how these are controlled.

# Supporting Staff Attendance Policy

Published	July 2018 (V1)
Revised	Annually



# **Supporting Staff Attendance Policy**

Our Supporting Staff Attendance Policy sets out our procedures to support employees at work with underlying health-related issues and/or during periods of absence from work that may or may not be related to a health condition.

This includes recording and reporting details of absence, including sickness absence, plus modifications or support required to continue in the job, role or redeployment.

Our aim is to:

- Ensure management of any absence and the provision of ongoing support required is carried out in a fair and consistent manner
- Maintain employees' health and to prevent any ill health being made worse by work
- Understand the causes of absence in each case

This will enable us to ensure appropriate measures can be taken to support employees through illness or injury to remain at work or return to work.

## **Sickness absence reporting procedure**

Sickness absence can vary from planned, short intermittent periods to a continuous period of long-term absence.

## **Employee responsibilities**

If you are unable to attend work you must inform your manager of the absence with a brief explanation within 60 minutes of the time at which you should have started work.

If you become unwell or sustain an injury while at work, you should inform your manager and seek authorisation to leave work.

Failure to attend work without good cause or without authorisation may disqualify you from entitlement to sick pay and you may be subject to disciplinary action.

## **Communication when absent**

During your absence from work regular contact should be maintained with your manager, and you are required to contact your manager each day or less frequently, by mutual agreement.

Your manager may also keep in touch in order to receive an update on your absence. Your manager will provide reassurance and offer management support where applicable, and where appropriate will confirm an anticipated return-to-work date.

This regular communication will enable your manager to plan and implement a return-to-work plan that may include recommended work adaptations, amendments to your working pattern and/or offer resolution of any barriers that may be preventing a return

to work. You should feel free to contact your manager at any time during any periods of absence.

### **Short-term absence**

For absences of up to seven calendar days you must complete a self-certification form which is available from your manager. Self-certification forms will be retained confidentially in the employee's personnel file.

### **Frequent short-term absence**

In instances where you have incurred regular separate absences, for whatever reason, your manager will discuss your absences and the reasons with you during your return-to-work meeting. This may include getting some more background information relating to these absences to enable your manager to provide support if appropriate.

At this point you will be given a reasonable opportunity to improve your attendance.

As an employee of our organisation you should be aware that you are expected to attend work on a regular and effective basis. You are advised to inform your manager for any issues that may affect your ability to attend work and/or may affect your ability to effectively carry out your work activities.

### **Long-term absence**

If you are absent from work due to sickness or injury which continues for more than seven days (including weekends) you must provide the organisation with a Fit Note issued by your GP by the eighth day of sickness or injury.

Fit Notes must therefore be provided to the organisation on an ongoing basis to cover any continued absence.

If your GP provides a certificate stating that you 'may be fit for work' you should inform your manager immediately. In those circumstances, we will discuss with you any additional measures that may be needed to support your return to work, taking account of your GP's advice. Please note that, in these scenarios, your own GP's advice will be considered carefully but it is not binding upon the organisation.

### **Disability**

We are aware that absence from work may result from a disability. Where ill health or disability has been confirmed as the cause of absence, reasonable and practicable adjustments will be discussed in relation to the requirements of your job or other aspects of your working arrangements that should provide appropriate support at work and/or assist a return to work.

If you consider that you are affected by a disability or any medical condition which affects your ability to do your job, you should inform your manager with reference to the Equality Act 2010.

## **Medical and other appointments**

Routine visits to the doctor, dentist, hospital and so on should not be recorded as sickness absence and should be recorded separately on the employee's personal file. Employees and managers are expected to adopt a sensible approach to limit any impact on service provision to a minimum. For example, as an employee you are requested, where possible, not to book any off-site appointments in the middle of the working day, but instead to schedule these at the beginning or end of the working day.

## **Unauthorised absence**

If you do not report for work and have not telephoned your manager to explain the reason for your absence, your manager will try to contact you, by telephone and in writing if necessary. Cases of unauthorised absence will be dealt with under our Disciplinary Procedure.

## **Support available**

- You may be invited to attend a meeting with your manager to discuss any perceived barriers that may be preventing a return to work and to discuss reasonable adjustments to support your return to work.
- Consent may be requested for you to undertake a Return to Work assessment through the Fit for Work Scotland service to provide a structured return to work plan to help support your return to work. If such measures are not possible, you will remain on sick leave and we will set a date to review the situation. During your absence you may wish to contact the Fit for Work Scotland Adviceline on 0800 00 19 22 11 (option 2) for support.
- You may be referred by your manager to an independent Occupational Health Service for a medical assessment to assist your manager to support you within the workplace.
- A report may be requested from your GP with your informed written consent.

## **Returning to work**

On return from any absence you will be welcomed back and invited to attend a return-to-work interview with your manager. This should happen on your first day back, or at the earliest opportunity. This will enable us to confirm the details of your absence, and provide you with appropriate help and support. It will also give you the opportunity to raise any concerns or questions you may have.

## **Sick pay**

Entitlement to pay during any period of sick leave is in accordance with minimum statutory requirements, subject to terms set out in your contract of employment.

## **Planned/unplanned absence**

As an employee you may need to be absent from work due to other reasons rather than illnesses alone. These absences can be planned or unplanned, and may include specialist hospital appointments, public duties and domestic crises. You are required



to notify your manager of any planned absences as soon as you possible can. All planned and unplanned absence should be recorded. The nature of the absence will determine the appropriate course of management action to be taken.

### **Self-certification**

If absent from work for seven days or less, there is no requirement to provide a fit note if unwell or injured. However, evidence to support your absence may be requested and may include completion of a self-certification form when you return to work.

To complete a self-certification form, you should provide as much detail as you can able the:

- Reason you were absent – including information about your illness or injury
- Causes of your illness or injury
- Dates your sickness started and ended.

Further information on Statutory Sick Pay, how to claim, and an employee's statement of sickness (SC2) form can be found at: [www.gov.uk/statutory-sick-pay](http://www.gov.uk/statutory-sick-pay)

### **Fit Note: 'Statement of Fitness for Work'**

The Fit Note is intended to provide additional advice that can support both employers and employees by helping people back to work as soon as possible. Many people with health conditions can work during recovery with reasonable support from their employer.

Doctors can advise that an employee is 'unfit for work' or 'may be fit for work', taking into account the following options:

- A phased return to work
- Altered hours
- Amended duties
- Workplace adaptations

Further guidance is available at: [www.gov.uk/government/collections/fit-note](http://www.gov.uk/government/collections/fit-note)

### **Planning a return to work**

Before you're ready to work, you should start to consider how and when you're going to return and what changes need to be made to make it safe for you to do so. Your employer, GP, Fit for Work Scotland service or occupational health provider can offer you advice and work with you to develop a return to work plan. This will take into account how long you've been off work and what reasonable adjustments can be implemented within the workplace to support your return.

# Special Consideration for Employees & Young Workers Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# **Special Consideration for Employees**

At KingsWellies Nursery we recognise that certain employees such as young persons, new and expectant mothers and persons with a disability may require special consideration.

## **Legal requirements**

The nursery follows the legal requirements set out in The Management of Health and Safety at Work Regulations 1992 and the Equality Act 2010. Our Health and Safety Policy has regard to any employees requiring special consideration at the commencement of employment and during the course of it. The following procedure is followed.

## **Procedure**

The nursery manager:

- Assesses any employee requiring special consideration in conjunction with the individual on induction to the nursery or when their condition or disablement comes to light
- Carries out any risks assessments relating to the occupation of such workers
- Agrees with the worker any necessary special measures such as training and supervision, arrangements, modifications and medical surveillance
- Carries out further assessments and reviews at least annually, or if and when any changes to the special circumstances or environment occur.

## **Disabilities**

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

## **Part-time and fixed-term work**

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

# Young Worker Policy

At KingsWellies Nursery we support young workers and apprentices as we foster and shape the workforce of the future. At times, there may be students on placement within the nursery.

Any student aged 17 or over who is attending our setting on a long-term placement will be monitored and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility we expect from our staff then we may consider including them in our staff ratios.

Apprentices aged 16 and over who are attending our setting on a long term placement and undertaking early education training, will be monitored and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility we expect from our staff, then we may consider including them in our staff ratios.

Any young person in the setting under the age of 18 is considered a child by law, therefore we will be vigilant towards their safety and well-being. We will provide each young person with a mentor/buddy within the setting that can support their well-being. Any safeguarding concerns will be dealt with according to our safeguarding policies procedures.

Within our nursery, we expect our young staff to:

- Read, understand and adhere to all policies
- Take part in our ongoing staff suitability procedures. Declare any reasons why their suitability to work with children may change during their placement
- Share any safeguarding concerns they may have with their buddy/mentor or the safeguarding officer
- Maintain a high standard of work, behaviour, appearance and attendance whilst with the nursery
- Undertake a full induction conducted by the nursery
- Access training as required by the management
- If studying whilst with the setting, undertake all tasks required by the tutor to keep up to date with the course. If your coursework falls behind at any point your placement in the setting will be at risk
- Ensure that the nursery environment is safe and secure for all children at all times and report any issues as they arise
- Help with the day to day running of the nursery by undertaking tasks as determined by the supervisors and management
- Take part in staff meetings and all staff training as required by the nursery.

# Code of Practice:

## Acceptable use of Social Network Sites & ICT Facilities by Employees

Published	October 2014 (V1)
Reviewed	March 2016 (V2)
Revised	Session 2017/18



## **Code of Practice: Social Network Sites**

One of the many new technologies that has come to prominence over the last couple of years is the use of Social Network Sites. This is an evolving technology which has many benefits but there are also potential risks that staff should be aware of.

KingsWellies Nursery has therefore produced the following code of practice to assist their staff in the acceptable use of social network sites and ICT facilities.

### **General Principle**

Contact on a social network site is no different from any other form of communication. As a member of staff you must:

- Not discuss your own private and personal relationship with children or parents.
- Take care to avoid becoming personally involved in children or parent's affairs.
- Be aware of the potential dangers of being 'alone' with a child in a private or isolated situation.
- Avoid any and all circumstances which are or could be perceived to be of an inappropriate nature whether with a child or a member of their family.
- Portray yourself professionally at all times. Take care to avoid making any comments which could be seen as unprofessional by people reading your social network site.

### **You should**

- Remember that your 'friends' on these sites may well live in the community in which you work. As such you may be teaching their siblings or their sibling's friend's children.
- Keep your own social networking site private so that only authorised users may view it.

### **You should NOT**

- Accept current children or parents from KingsWellies Nursery on social networks or photo-sharing sites including offering 'limited profiles' access. If a parent requests access to your site, this should be politely but firmly declined.
- Attempt to make contact with current children or parents using social networking sites.
- Create specific 'nursery networking sites' without prior authority from your Nursery Manager or Nursery Director.

### **Content of Social Network Sites**

Remember that any content put on social network sites or blogs, may become known to a wider audience than it was initially intended for. Therefore:

- get your facts straight. Libellous claims or comments on your site may make you and potentially your employers liable.
- be respectful to your colleagues.
- remember that you should write nothing that will damage the image of both KingsWellies Nursery and Aberdeen City Council as a whole.
- Remember to be careful of your own image as a whole also.

If you require any more guidance, please contact the Nursery Director.

## **ICT Facilities Acceptable Use Policy**

### **Scope**

This Policy applies to all use including personal use of KingsWellies Nursery information and Communication Technology (ICT) facilities.

### **Policy Statement**

1. KingsWellies Nursery ICT facilities, for example word processing, internet access, tablets and e-mail are provided for nursery purposes.
2. KingsWellies Nursery wishes to promote responsible and productive use of its ICT facilities in the context of a society where electronic information is increasingly widespread and important.
3. KingsWellies Nursery accepts that the boundaries between personal and business time often overlap in the modern world. Therefore limited personal use of its facilities is acceptable and can be accommodated within the overall capacity of the ICT infrastructure at no extra cost.
4. KingsWellies Nursery recognises that acceptable personal use of its ICT facilities can contribute to a healthy balance between the responsibilities associated with work, lifelong learning and personal life.
5. KingsWellies Nursery expects that any personal use of its ICT facilities will be undertaken in a professional, honest, trustworthy and responsible way and not for any commercial purpose usage. Under certain circumstances it may be appropriate for curricular use when preparing materials associated with learning and teaching. In these circumstances, staff should be prepared if requested, to demonstrate the link to the curriculum.
6. All use of KingsWellies Nursery ICT facilities must be within the law and not liable to cause offence to others or liability to KingsWellies Nursery. All personal use must not be excessive. If there is any doubt as to whether a level or type of ICT use is acceptable, this should be discussed and agreed with the Nursery Manager.
7. All use of KingsWellies Nursery ICT facilities can be monitored or investigated at any time. At all times however, every reasonable effort will be made to respect individual privacy.
8. KingsWellies Nursery sets out to trust users of its ICT facilities to behave in a responsible and reasonable way. It should be clearly understood, however by all concerned that firm action can and will be taken to apply this Policy, including where appropriate, disciplinary or legal measures.

### **Acceptable Use**

The provision by KingsWellies Nursery of ICT facilities such as word processing, internet and e-mail is specifically for its business use. This can include curricular purposes.

KingsWellies Nursery recognises the importance of supporting a balance between work and personal life and so responsible personal use of ICT facilities is acceptable. Any such use must remain consistent with this Policy at all times.

For avoidance of doubt, you may not use ICT facilities in such a way as to interfere with the duties of your employment or to expose the Nursery to significant cost or risk of liability. In addition, personal use must be moderate in time. It is accepted that the boundaries between personal, the preparation of curricular materials and associated staff training, may be difficult to differentiate. If a user is in any doubt they should seek clarification from the Nursery Manager.

## **General Guidance**

There are several key activities and types of information content that are completely unacceptable in KingsWellies Nursery. These include but are not limited to:

- Illegal activity
- Actual (or attempted) downloading or viewing of pornography
- Engaging in racism, sectarianism, sexism (including related jokes)
- Breaches of dignity of the individual (including related jokes)
- Knowingly causing any other person to view unacceptable content (including inappropriate desktop wallpaper and/or screensavers).
- Using any form of “anonymiser” or another member of staff’s account, to disguise your identity
- Operating a business for financial gain or similar commercial purpose, except in the case of “enterprise activities” associated with learning and teaching where an exception to the above is granted.
- Computer hacking (unauthorised actual or attempted access to computer systems or data)
- The use of Proxy sites to bypass Council filtering.
- Revealing personal information about other people without their consent

Naturally, some of the above is difficult to define with absolute precision and you should use your common sense.

## **Time Limits on Personal Use**

KingsWellies Nursery expects that any reasonable personal use of ICT facilities will generally not be undertaken during work time and will therefore be restricted to lunch breaks etc.

KingsWellies Nursery believes that employees would welcome an indication of an acceptable time limit for acceptable personal use. In the current environment, a maximum of 20 minutes per day is allowed, which is generally not to be undertaken during work time. We recognise that there may be occasions when there will be justifiable grounds to extend beyond that figure.

Equally there are likely to be many days for most employees that in relation to teaching and playroom based staff, the boundaries between personal, personal development and curricular usage may be blurred and therefore it may be difficult to quantify actual time of personal usage. In these circumstances staff must always ensure that their use of KingsWellies Nursery ICT facilities is undertaken in a professional, honest and trustworthy manner.

## **The Use of E-Mail**

You need to be aware that statements made and/or information passed electronically outside KingsWellies Nursery can be considered to represent a statement by KingsWellies Nursery. Legal action can be taken against you for statements made in KingsWellies Nursery e-mail by all involved parties. For this reason you should take great care if you use KingsWellies Nursery facilities for limited personal e-mails and where possible you should avoid using them at all.

Where absolutely necessary to use the KingsWellies Nursery e-mail for personal purposes, it should be clearly marked, “Personal” on the Subject line and if stored, kept in an e-mail folder called “Personal.”

You should also remember that it is very easy to forge sender addresses in e-mail. Hence, if you receive an e-mail requesting confidential or sensitive material, check with the sender by phone first.

Finally, you should be aware that in the event of unexpected absence or if no cover or forwarding arrangement has been made for periods of leave, your line manager has the authority to request access to your work e-mail.



# Social Networking Policy

Published	June 2018 (V1)
Revised	Annually



# Social Networking

Social media is becoming a large part of the world we live in and as such at KingsWellies Nursery we need to make sure we protect our children by having procedures in place for safe use.

We use Facebook / Twitter / Instagram to share pictures of the activities the children have accessed at nursery. In order to safeguard children we will:

- Ensure all children in the photographs or posts have the correct permissions in place from their parent / carer
- Monitor comments on all posts and address any concerns immediately.

## Staff use of social media

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children.

- When using social networking sites such as Facebook or Instagram staff must:
  - Not make comments relating to their work
  - Not send private messages to any parents/family members
  - If a parent ask questions relating to work via social networking sites, then staff should reply asking them to come into the setting or contact the manager
  - Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language)
  - Report any concerning comments or questions from parents to the manager/child protection lead
  - Follow the staff behaviour policy
  - Not post anything that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

## Parents and visitors' use of social networking

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publically or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents **not to**:

- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents policy, complaints procedures and grievance policy).

# Online Safety Policy

KingsWellies nursery is aware of the growth of internet use and the advantages this can bring. However, it is also aware of the dangers and strives to support children, staff and families in using the internet safely.

Within the nursery we aim to keep children (and staff) safe online by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensuring content blockers and filters are on all our devices, e.g. computers, laptops and any mobile devices
- Keeping passwords safe and secure, not sharing or writing these down. These will be changed regularly to keep the devices secure
- Ensure management monitor all internet activities in the setting
- Locking away all nursery devices at the end of the day
- Ensuring no social media or messaging apps are installed on nursery devices
- Management reviewing all apps or games downloaded to tablets to ensure all are age appropriate for children and safeguard the children and staff
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF [www.iwf.org.uk](http://www.iwf.org.uk))
- Ensuring children are supervised when using internet devices
- Not permitting staff or visitors access to the nursery Wi-Fi
- Integrating online safety into nursery daily practice by discussing computer usage 'rules', deciding together what is safe and what is not safe to do online
- Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- Provide training for staff who need this to keep children safe online. We encourage staff and families to complete an online safety briefing which can be found at <https://moodle.ndna.org.uk>
- We abide by an acceptable use policy, ensuring staff only use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated
- Children's screen time is monitored to ensure they remain safe online and have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning.

# Child Protection Policy

<b>Published Reviewed</b>	October 2014 (V1) March 2016 (V2) March 2017 (V3)
<b>Revised</b>	Session 2018/19



## **Reviewed in line with;**

- National Framework for Child Protection Learning and Development in Scotland 2012
- National Guidance for Child Protection in Scotland 2014

## **Child Protection Policy**

### **Purpose of Policy**

KingsWellies Nursery aims to provide an environment in which children and young people will feel safe, secure and cared for.

The purpose of this policy is to provide the staff and parents of KingsWellies Nursery with guidelines and support on the subject of child abuse and how they can act to assist in the protection of children in the nursery.

The policy aims to ensure that all members of staff are informed about child abuse; the forms that it can take, signs and symptoms of possible abuse and the steps that they can take in recognising and preventing child abuse.

This policy is underpinned by the UN Convention on the Rights of the Child which states in *Article 19: Protection from Abuse and Neglect*:

- Parties should take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse whilst in the care of parents, legal guardian or any other person who has the care of the child.
- Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide the necessary support for the child and those who have the care of the child, as well as other forms for prevention and for identification, reporting, referral, investigation, treatment and follow-ups of incidences of child maltreatment described heretofore, and as appropriate for judicial involvement.

It also takes account of the Aberdeen City Council Child Protection Guidelines, National Framework for Child Protection Learning and Development in Scotland (2012) and National Guidance for Child Protection in Scotland (2014).

### **Definitions**

For child protection purposes this policy refers to any child aged 0 – 16 years (18 years for children with Additional Support Needs)

A parent is defined as any person who has parental responsibilities over a child. For example: a mother or father. We may also include in this: foster and adoptive parents and carers, including those who may have substantial care of a child.

A childcarer: these people may not have specific parental responsibilities but nonetheless have a duty of care for the child. This is inclusive of KingsWellies Nursery staff.

### **What is Child Abuse?**

Child Abuse is the term used to describe ways in which children are intentionally or inadvertently harmed or placed at risk of harm, usually by adults, and often by people that they trust.

## Categories of Abuse

- **Physical Injury:** This is defined as injury inflicted or knowingly not prevented by any person having custody or care of a child. Physical abuse is often defined by injuries that cannot be explained by the normal play activities of a child, and is defined as hitting or hurting a child on purpose.
- **Neglect:** This is defined as the wilful failure to meet the basic needs of a child, for example, not clothing, feeding or caring for a child adequately and leaving them without adequate supervision.
- **Emotional Abuse:** This is defined as any abuse or torment which would have an effect on the mental health and wellbeing of a child. Most commonly, emotional abuse is categorised as shouting at a child, making a child feel worthless, exposing a child to inappropriate behaviours, lack of boundaries and inconsistency of behaviour towards a child.
- **Sexual Abuse:** This is defined as the exploitation of children in order to meet the demands of adults or other children. Sexual abuse may include: involvement of children in masturbation, involvement of children in pornographic activity, including taking pornographic photographs and involving children in watching or viewing pornographic materials, involvement of children in sexual activity, including rape, sodomy, oral sex and sexual intercourse with a child, even with their consent.
- **Domestic Abuse:** This is defined as the abuse of one partner within an intimate or family relationship. It is the repeated, random or habitual use of intimidation to control a partner. The abuse can be physical, emotional, psychological, financial or sexual. In cases of domestic abuse where there are children, research has shown that the child is either in the same room or the next room.
- **Parental Problematic Alcohol and Drug Misuse:** Problematic parental substance use can involve alcohol and/or drug use (including prescription, as well as illegal drugs). The risks to, and impacts, on children of parents and carers who use alcohol and drugs are known and well-researched. This can also result in sustained abuse, neglect, maltreatment, behavioural problems, disruption in primary care-giving, social isolation and stigma on children. Poor parenting can impede child development through poor attachment and the capability of parents/carers to be consistent, warm and emotionally responsive to their children can be undermined.
- **Disability:** The definition of „disabled children“ includes children and young people with a comprehensive range of physical, emotional, developmental, learning, communication and health care needs. Disabled children are defined as a child in need under section 93(4) of the Children (Scotland) Act 1995. Disabled children are vulnerable to the same types of abuse as their able-bodied peers. Children with behavioural disorders, learning disabilities and/or sensory impairments are particularly at risk. Neglect is the most frequently reported form of abuse, followed by emotional abuse. Abuse of disabled children is significantly under-reported.
- **Non-engaging families:** Evidence shows that some adults will deliberately evade practitioner interventions aimed at protecting a child. In many cases of child abuse and neglect, this is a clear and deliberate strategy adopted by one or more of the adults with responsibility for the care of a child. It is also the case that the nature of child protection work can result in parents/carers behaving in a negative and hostile way towards practitioners. The terms “non-engagement” and “non-compliance” are used to describe a range of deliberate behaviour and attitudes, such as: failure to enable necessary contact (for example missing appointments) or refusing to allow access to the child or to the home; active non-compliance with the actions set out in the Child’s Plan (or Child Protection Plan contained therein); disguised non-compliance, where the parent/carer appears to co-operate without actually carrying out actions or enabling them to be effective; and threats of violence or other intimidation towards practitioners. Consideration needs to be given to determining which family member(s) is or are stopping engagement from taking place and why. For example, it may be the case that one partner is „silencing“ the other and that domestic abuse is a factor.
- **Children and young people experiencing or affected by mental health problems:** Two separate but not unconnected issues should be considered in identifying, assessing and managing the risks faced by children affected by mental health problems: children and young people who are experiencing mental health problems themselves; and children and young people whose lives are affected by the mental illness or mental health problems of a parent/carer. The emotional wellbeing of children and young people is just as important as their physical health.

Evidence also suggests that more children and young people have problems with their mental health today than 30 years ago. Changes, such as moving home or changing school, can act as triggers. Teenagers often experience emotional turmoil as their minds and bodies change and develop. Some find it hard to cope and turn to alcohol or drugs. A number of features can contribute to the risk experienced by a child or young person living with a parent or carer who has mental health problems. These include: the parent/carer being unable to anticipate the needs of the child or put the needs of the child before their own; the child becoming involved in the parent/carer's delusional system or obsessional compulsive behaviour; the child becoming the focus for parental aggression or rejection; the child witnessing disturbing behaviour arising from the mental illness (often with little or no explanation); the child being separated from a mentally ill parent, for example because the latter is hospitalised; and the child taking on caring responsibilities which are inappropriate for his/her age.

- **Children and young people who display harmful or problematic sexual behaviour:** Harmful or problematic sexual behaviour in children and young people can be difficult to identify. It is not always easy to distinguish between what is abusive and/or inappropriate and what constitutes normal adolescent experimentation. Practitioners' ability to determine if a child's sexual behaviour is developmentally typical, inappropriate or abusive will be based on an understanding of what constitutes healthy sexual behaviour in childhood as well as issues of informed consent, power imbalance and exploitation. Children and young people who have displayed harmful or problematic sexual behaviour may themselves have been or have been abused or harmed in some way. Broader developmental issues must also be taken into account, including the age of the young person, their family and background, their intellectual capacities and stage of development. Young people with learning difficulties are a particularly vulnerable and often overlooked group who may need specific types of interventions.
- **Female genital mutilation:** Female genital mutilation is a culture-specific abusive practice affecting some communities. It should always trigger child protection concerns. It includes all procedures which involve the total or partial removal of the external female genital organs for non-medical reasons. There are four types of female genital mutilation ranging from a symbolic jab to the vagina to the partial or total removal of the external female genitalia. The Prohibition of Female Genital Mutilation (Scotland) Act 2005 makes it illegal to perform or arrange to have female genital mutilation carried out in Scotland or abroad. The procedure performed at various ages including babies and adolescents, but more commonly carried out on children aged between four and ten years. It is a deeply rooted cultural practice in certain African, Asian and Middle Eastern communities. A range of health problems, both immediate and long-term, are associated with the procedure, and in some cases can lead to death. Female genital mutilation is usually done for strong cultural reasons and this must always be kept in mind, however, cultural considerations and sensitivities should not override the professional need to take action to protect a child. Action should be taken in close collaboration with other agencies. Female genital mutilation should always be seen as a cause of significant harm and normal child protection procedures should be invoked.
- **Honour-based violence and forced marriage:** Honour-based violence is a spectrum of criminal conduct with threats and abuse at one end and honour killing at the other. Such violence can occur when perpetrators believe that a relative/community member, who may be a child, has shamed the family and/or the community by breaking their honour code. The punishment may include assault, abduction, confinement, threats and murder. The type of incidents that constitute a perceived transgression include: perceived inappropriate make-up or dress; having a boyfriend/girlfriend; forming an inter-faith relationship; kissing or intimacy in a public place; pregnancy outside marriage; and rejecting a forced marriage. A forced marriage is defined as a marriage conducted without the full and free consent of both parties and where duress is a factor. Duress can include physical, psychological, financial, sexual and emotional pressure. A clear distinction must be made between a forced marriage and an arranged marriage. An arranged marriage is one in which the families of both spouses are primarily responsible for choosing a

marriage partner for their child or relative, but the final decision as to whether or not to accept the arrangement lies with the potential spouses. The tradition of arranged marriage has operated successfully within many communities for generations. In Scotland, a couple cannot be legally married unless both parties are at least 16 on the day of the wedding and are capable of understanding the nature of a marriage ceremony and of consenting to the marriage. Parental consent is not required.

- **Fabricated or induced illness:** Fabricated or induced illness in children is not a common form of child abuse, but practitioners should nevertheless be able to understand its significance. Although it can affect children of any age, fabricated and induced illness is most commonly identified in younger children. Where concerns do exist about the fabrication or induction of illness in a child, practitioners must work together, considering all the available evidence, in order to reach an understanding of the reasons for the child's signs and symptoms of illnesses. A careful medical evaluation is always required to consider a range of possible diagnoses and a range of practitioners and disciplines will be required to assess and evaluate the child's needs and family history.
- **Sudden unexpected death in infants and children:** Only a small number of children die during infancy in Scotland. While the majority of such deaths are as a result of natural causes, physical defects or accidents, a small proportion are caused by neglect, violence, malicious administration of substances or by the careless use of drugs. One of the implications of Section 2 of the Human Rights Act 1998 (Article 2 of the European Convention on Human Rights) is that public authorities have a responsibility to investigate the cause of a suspicious or unlawful death.
- **Ritual abuse:** Ritual abuse can be defined as organised sexual, physical, psychological abuse, which can be systematic and sustained over a long period of time. It involves the use of rituals, which may or may not be underpinned by a belief system, and often involves more than one abuser. Ritual abuse usually starts in early childhood and uses patterns of learning and development to sustain the abuse and silence the abused. The abusers concerned may be acting in concert or using an institutional framework or position of authority to abuse children. Ritual abuse may occur within a family or community, or within institutions such as residential homes and schools. Such abuse is profoundly traumatic for the children involved. Ritual abuse can also include unusual or ritualised behaviour by organised groups, sometimes associated with particular belief systems or linked to a belief in spiritual possession.
- **Abuse by organised networks or multiple abusers:** Complex cases in which a number of children are abused by the same perpetrator or multiple perpetrators may involve the following. Networks based on family or community links; Abuse can involve groups of adults within a family or a group of families, friends, neighbours and/or other social networks who act together to abuse children either „on- or offline“. Abduction; Child abduction may involve internal or external child trafficking and may happen for a number of reasons. Children cannot consent to abduction or trafficking. Institutional setting; Abuse can involve children in an institutional setting (for example, youth organisations, educational establishments and residential homes) or looked after children living away from home being abused by one or more perpetrators, including other young people. Commercial sexual exploitation.
- **Child trafficking:** Child trafficking typically exposes children to continuous and severe risk of significant harm. It involves the recruitment, transportation, transfer, harbouring and/or receipt of a child for purposes of exploitation. It applies to activity within a country as well as between countries. It should also be noted that the Palermo Protocol broadens the scope of a child to under 18 and local procedures should reflect this. Children are trafficked for a number of reasons within and between countries and continents. They may be trafficked for one type of exploitation but sold into another. Forms of exploitation of child victims of trafficking include: child labour, for example, on cannabis farms; debt bondage; domestic servitude; begging; benefit fraud; drug trafficking/decoys; illegal adoptions; forced/illegal marriage; sexual abuse; and sexual exploitation. All agencies and practitioners must be aware of the issues pertaining to child trafficking and of the potential indicators of concern.



- **Child Sexual Exploitation:** The sexual exploitation of children and young people is an often hidden form of children sexual abuse, with distinctive elements of exploitation and exchange. In practice, the sexual exploitation of children and young people under 18 might involve young people being coerced, manipulated, forced or deceived into performing and/or others performing on them, sexual activities in exchange for receiving some form of material goods or other entity (for example, food, accommodation, drugs, alcohol, cigarettes, gifts, affection). Sexual exploitation can occur through the use of technology and without the child's immediate recognition. Violence, coercion and intimidation are often common features.
- **Historical reports of abuse:** The term „historical abuse“ refers to reports of neglect, emotional, physical and sexual abuse which took place before the victim was 16 (or 18, in particular circumstances) and which have been made after a significant time lapse. The complainant may be an adult but could be an older young person making reports of abuse in early childhood. The reports may relate to an individual's experience in the family home, community or while they were a looked after and accommodated child in a residential, kinship or foster care setting.
- **Children who are looked after away from home:** Child protection concerns are not limited to a child's family circumstances, but cover any care environment provided for children. Looked after children present distinctive challenges to practitioners supporting children. A looked after child may be placed with kinship carers, foster carers or in a residential setting school, young people's unit or respite care service. Disabled children are over represented in the population of looked after children and are often placed away from home in residential care or health settings which may increase their vulnerability. The potential to abuse a position of trust may increase when children and carers are living together and sharing a home. Whatever the case, the main consideration in responding to any concern must be the safety of the child.
- **Online and mobile phone child safety:** New technologies, digital media and the internet are an integral part of children's lives. Children and young people are increasingly accessing the internet whenever they can and wherever they are. But these new technologies also bring a variety of risks from adults and peers, such as: exposure to obscene, violent or distressing material; bullying, coercion or intimidation through email and online (cyber-bullying); identity theft and abuse of personal information; pro-eating disorder, self-harm or suicide sites; and sexual exploitation by online predators – for example, grooming – often through social networking sites. Children, young people, parents, carers and practitioners need to understand the risks the internet and mobile technology can pose so that they can make sensible and informed choices. Practitioners and carers need to support young people to use the internet and mobile technology responsibly, and know how to respond when something goes wrong.
- **Children and young people who place themselves at risk:** Some children and young people place themselves at risk of significant harm from their own behaviour. While not exhaustive, the following lists the different types of concern that may arise: self-harm and/or suicide attempts; alcohol and/or drug misuse; running away/going missing; inappropriate sexual behaviour or relationships; sexual exploitation; problematic or harmful sexual behaviour; violent behaviour; and criminal activity.
- **Children and young people who are missing:** Describing a child or young person as „missing“ can cover a range of circumstances. In this context, the term „missing“ also includes children who are unseen or hidden. A child, young person or family (including unborn children) can be considered as missing in different context: Children who are „missing“ to statutory services. This can include a child or family's loss of contact with, or their „invisibility“ to, a statutory service, such as education (for example, home educated children, and Gypsy/Traveller community), health, social services or third sector. Children who are „missing“ from home or care. This can involve a child or young person who has run away from their home or care placement, who has been forced to leave or whose whereabouts are unknown.
- **Under-age sexual activity:** Increasing numbers of young people are engaging in a range of sexual activity before the age of 16. The reasons behind this behaviour vary considerably. In some cases, the activity will be wholly consensual; in others it will happen in response to peer

pressure or as the result of abuse or exploitation. The law is clear that society does not encourage sexual intercourse in young people under 16.

- **Bullying:** Bullying behaviour may include: name-calling, teasing, putting down or threatening; ignoring, leaving out or spreading rumours; physical assault; stealing and damaging belongings; sending abusive text, email or instant messages; making people feel like they are being bullied or fearful of being bullied; and targeting someone because of who they are or are perceived to be. Such behaviour can leave people feeling helpless, frightened, anxious, depressed or humiliated and can have a devastating and lifelong impact. Bullying behaviour can take place in schools, children's services, residential services, at home and in the community, at youth groups and out-of-school care and can come from both children and adults. It is also increasingly associated with the use of the internet and mobile phone technologies, especially via social networking sites such as Facebook (so-called „cyber-bullying“). In essence, the behaviour is the same and requires similar prevention methods.

### **Recognition of Child Abuse**

It is not in the remit of members of staff at KingsWellies Nursery to identify the specific category of abuse that a child may be experiencing but rather to highlight any causes for concern to the appropriate person and organisations.

The following list although not exhaustive, may be indicative of some of the signs and symptoms of child abuse. It should be noted that some children may display some of these signs in times of stress, it does not necessarily mean that they are being abused.

### **Indicators of Abuse**

- Injuries to the child that are not consistent with the normal play activities of a child, either in position or type.
- Inconsistent or unreasonable explanation of an injury by a child, parent or carer.
- Inconsistent or inappropriate behaviour such as sexually explicit remarks or actions, mood swings, uncharacteristically quiet / aggressive, severe tantrums.
- Becoming isolated socially.
- Overeating, loss of appetite, weight loss, weight gain.
- Inappropriately dressed or ill-kept and / or dirty.
- Self-inflicted injury.
- Open distrust of, or discomfort with, parent or carer.
- Delayed social development, poor language and speech.
- Excessively nervous behaviour, such as rocking or hair twisting.
- Low self-esteem.

### **General Indicators of Abuse, though often typical of Sexual Abuse**

- Recurring abdominal pain
- Reluctance to go home
- Flinching when approached or touched.
- Recurring headaches.

## **Recording or Reporting of an Incident – Suspicions of Abuse**

All staff should be aware that any incidents must be recorded. It is also very important for staff to communicate about matters of this kind with the Nursery Director immediately.

If a member of staff suspects that a child is under threat there are a number of steps that must be taken:

1. Inform the Nursery Director who is the named person responsible for Child Protection in the nursery. In the event that the Nursery Director is not available, staff should inform the Nursery Manager who should refer to the local authority child protection guidelines for details of their local social work area office or the out of hours telephone number.
2. Report the specific concerns that you have to the Nursery Director immediately.
3. Record your suspicions and give them to the Nursery Director. Records of suspicions must include the following information:
  - The nature of the suspicion.
  - Details of any injury.
  - Times, dates and any other relevant information
  - Dates, times and names of other adults involved with the child who may substantiate the suspicion.
  - The Nursery Director will then determine the situation and refer the case to Social Work Children and Families or the Police.

## **Disclosure of Abuse**

If a child discloses to you that they have been abused, the member of staff should:

- Inform the child that in order to help them you have to tell your line manager. The member of staff should then tell the child who this person is and reassure the child that they can trust them and that they have done the right thing in telling you what has been going on.
- Listen to the child and note down what they say to you in their own words. It is important at this stage that you do not interrupt the child and you do not ask questions.
- Report the disclosure to the Nursery Director immediately.
- The Nursery Director will then contact the relevant agency or the police who will investigate the disclosure.
- If the Nursery Director or member of staff dealing with the situation at the time, thinks that the case is serious enough to involve Social Work Children and Families, please contact the relevant Social Work Children and Families office for the area, or contact social work out of hours service. If it is felt that the child is in immediate danger, the Nursery Director or member of staff should contact the police.
- It should be noted that if a member of staff is named in the disclosure, the member of staff should be as discrete as possible and inform the Nursery Director as soon as possible. In addition to this, if a member of staff observes another member of staff harming a child, they should report this to the Nursery Director who will act according to the Protection of Children (Scotland) Act 2003.
- If the Nursery Director is named in the disclosure, the member of staff should be discrete and contact the correct authorities such as the Social Work Department or the police immediately.
- KingsWellies Nursery recognises that it can be a traumatic experience for a member of staff to be witness to a child's disclosure of abuse: therefore all staff will be offered information on counselling services to help them through this time.

## **General Information on Child Protection**

Child protection involves several agencies working together, these include: Children 1<sup>st</sup>, Local Authority Social Work Departments, Police and Childcare organisations.

In order to maintain the levels of protection, all persons working with children must have an Enhanced Disclosure / PVG through Disclosure Scotland and have completed an application process, interview and have 2 references. Some nurseries may also ask for a doctor's reference. All parents should be aware that members of staff attend regular child protection training in order that we keep all children safe from harm. The nursery has a duty to report any suspicions of abuse and neglect to the contacts below who have a duty to investigate such matters:

- **Reception Social Work Service – 01224 264198**
- **Children & Families Team (Central) – 01224 264199 – Duty / Senior Social Worker.**
- **Bucksburn Police – Child Protection Unit – 0845 600 5700**
- **Designated Doctor / Nurse Consultant in Child Protection – 01224 551706 (office hours)**
- **Out of hours / Urgent referrals – RACH – 0845 456 600**
- **National Child Protection Line – 0800 022 3222**

### **Responding to a Child who confides in you:**

- Stay calm
- Do not make promises you cannot keep
- Offer reassurance and support
- Immediately tell your line manager / Nursery Director
- Record the facts and discussion in the child's own words and give a copy to your manager / Nursery Director
- Do not take control of the situation yourself
- Maintain confidentiality
- Keep records
- Talk to the right people

### **Child Protection Code of Conduct**

KingsWellies Nursery supports the Protection of Children Scotland Act 2003 and as such all members of staff are required to abide by the code of conduct as detailed below. All Members of Staff Should:

- Play your part in helping to develop an ethos where all people matter and are treated with equality, and respect and dignity.
- Always put the care, welfare and safety needs of a child first.
- Respect a child's right to be involved in making choices and decisions which directly affect them.
- Listen attentively to any ideas and views a child wants to share with you.
- Respect a child's culture (for example, their faith and beliefs.)
- Respect a child's right to privacy and personal space.
- Respond sensitively to children who seem anxious about participating in certain activities.
- Speak to a member of staff immediately if you suspect that a child is experiencing bullying or harassment.
- Be aware of the vulnerability of some groups of children to being isolated and hurt.
- Ensure that when a child 'tells you' (sometimes through drawings and behaviour as well as words) that they are being harmed you report what you have discovered immediately to your line manager.
- Report immediately any suspicion that a child may be at risk of harm or abuse.
- Never dismiss what a child tells you as lies or exaggeration.
- Only restrain a child who is in imminent danger of inflicting harm to themselves or others.
- Never underestimate the contribution that you can make to the development of safe communities for children.

### **Members of Staff Should Not:**

- Exaggerate or trivialise another workers concerns about a child or ignore an allegation or suspicion of abuse in the hope that it will either go away or that someone else will deal with it.
- Discuss personal issues about a child or their family with other people except where it concerns the wellbeing of the child.
- Be drawn into derogatory remarks or gestures in front of the children or young people.
- Allow a child or young person to be bullied or harmed by anyone else in the organisation.
- Allow children to swear or use sexualised language, unchallenged.

### **Members of Staff Should Never:**

- Engage in sexually provocative games, including horseplay.
- Never allow others to, or yourself, engage in touching a child in a sexually provocative manner.
- Never make sexually suggestive comments to a child, even in fun.
- Engage in rough or physical contact unless it is permitted within the rules of a game or sports activity or conforms to the guidance on appropriate physical restraint.
- Never form inappropriate emotional or physical relationships with children.
- Harass or intimidate a child because of their age, race, gender, sexual orientation, religious belief, socio – economic status or disability.
- Unnecessarily invite or allow children to stay with you at your home.
- Where member of staff invite or allow children to enter their own homes (for example, when playing with a staff member's own children or upon request of the child's parent), this must be done with the express permission of the child's parent or carer. In addition, the member of staff should inform the Nursery Director and follow the child protection policy and code of conduct as expressed above at all times.
- **KingsWellies Nursery accepts no responsibility for the actions of its employees when they are not within their working hours. Parents and carers should be aware that where they request a member of staff to look after their children outwith nursery hours, this is done by personal arrangement and has no bearing on KingsWellies Nursery.**

### **Guidelines for Staff Dealing with Child Abuse**

The following guidelines for dealing with disclosures have been devised to assist any member of staff who may have to respond to such a situation being brought to their attention.

### **Dealing with Disclosure**

#### Receive

- Listen to what is being said, without displaying shock or disbelief
- Accept what is said
- Take notes

#### Reassure

- Reassure the children, but only so far as is honest and reliable, for example, don't make any promises you may not be able to keep, like
  - *"I'll stay with you"* or
  - *"Everything will be all right"*
- Don't promise confidentiality: you may have a duty to refer.
- Do reassure and alleviate guilt, if the child refers to it. For example you could say:
  - *"You're not to blame"*
  - *"You're not the only one this sort of thing happens to"*

### React

- React to the child only as it is necessary for you to establish whether or not you need to refer this matter, but don't 'interrogate' for full details.
- Do not ask leading questions, for example:
  - "*What did he do next?*" (This assumes he did it )
  - "*Did he touch your private parts?*"
- Such questions may invalidate your evidence (and the child's) in any later prosecution in court
- Do ask open questions like;
  - "*Anything else to tell me?*"
  - "*And?*"
  - "*Yes?*"
- Do not criticise the perpetrator, the children may love him/her, and reconciliation may be possible
- Do not ask the child to repeat it all for another member of staff
- Explain what you have to do next and who you have to talk to'

### Record

- Make some very brief notes at the time on any paper which comes to hand and write them up as soon as possible
- Do not destroy your original notes in case they are required by a court.
- Record date, time, place, any noticeable non-verbal behaviour, and the words used by the child. If the child uses sexual 'pet' words, record the actual words used rather than translating them
- Draw a diagram to indicate the position of any bruising
- Record statements and observable things, rather than you interpretations or assumptions.

### Remember

- To follow the Nursery guidelines

### Relax

- Try to get some support for yourself if you need it.

## **Education Procedures for the Management of Cases of Child Abuse or Child Protection coming to the Notice of Education Staff**

Extract from the NESPCP Child Protection Guidelines – Chapter 2, Education Section

1. All educational establishments (this to include Community Education) should designate a senior member of staff as responsible for co-ordinating action on child abuse within the establishment. Referrals should normally be through this designated person but every employee has the responsibility to make a direct referral if this is necessary.
2. Any member of staff suspecting or identifying child abuse, should, without delay, contact the designated member of staff. If contacting the designated person implies delay beyond the end of the school day or community education session, an assessment should be made of the child's safety and, if necessary, a direct referral should be made.
3. Where the designated member of staff judges that there is evidence of abuse or potential danger to a child then he/she must ensure that Social Work is contacted ( this to include discussion as to how parents are engaged). It is important that all staff understand that investigation only needs to establish evidence of the need to investigate abuse. A full inquiry by Education staff must be avoided because collection of evidence is a specialist Police/Social Work role. Inappropriate inquiries may prevent successful prosecution.
4. If it considered that the child required immediate medical attention, contact the School Health Visitor, School Doctor, GP, Royal Aberdeen Children's Hospital or Local Hospital as appropriate. If there is a view that the child may risk further abuse if returned home, the Police and Social Work must be informed as soon as possible and preferably well before the end of the day.
5. When the designated member of staff considers that further investigation is required before suspicions can be confirmed or rejected, he/she can contact social work any other agency who may be able to assist in any such inquiries or who may have information about the child or family. In particular the School Health Visitor and in Aberdeen the HOME – School Liaison Officer, but also including the child's General Practitioner and, if actively involved in the case, Educational Psychologist.
6. A Head of Establishment may, of course, at any time draw to the attention of the Reporter to the Children's Panel the circumstances of a child who is believed to be in need of compulsory measures of care.
7. In all cases, incidents should be logged, action taken and recorded in written form.

A copy of any such report should be forwarded to the Education Officer designated for the establishment.

8. The Educational Psychology Service should name a psychologist responsible for each administrative area or group in the Authority.
9. It is essential to maintain strict confidentiality in all child protection matters. Breach of confidentiality is a serious disciplinary matter and must be reported immediately to the line manager.
10. The Head of Establishment/ designated member of staff should:
  - a. Ensure that all the staff, including new staff, on an ongoing basis, are made familiar with the contents of the Local authority Child Protection Policy and establishment Child Protection Policy.
  - b. Consider the planning of curricular provision designed to help children become good parents.

- c. Consider in the planning of any curricular provision designed around, for example, social and life skills, elements related to self-protection from risk of abuse.
- 11. It is possible that employees are implicated in abuse. Indeed, any adult or child may be an abuser and research shows that some abuse may be perpetrated by women or men, or women and men acting in partnership. Disclosure should not be discounted because of the status or role of the alleged abuser.



RECORD OF CHILD PROTECTION INCIDENT SHEET

Establishment .....

Designated Staff .....

Name of Child .....DOB ..... Gender .....

Date

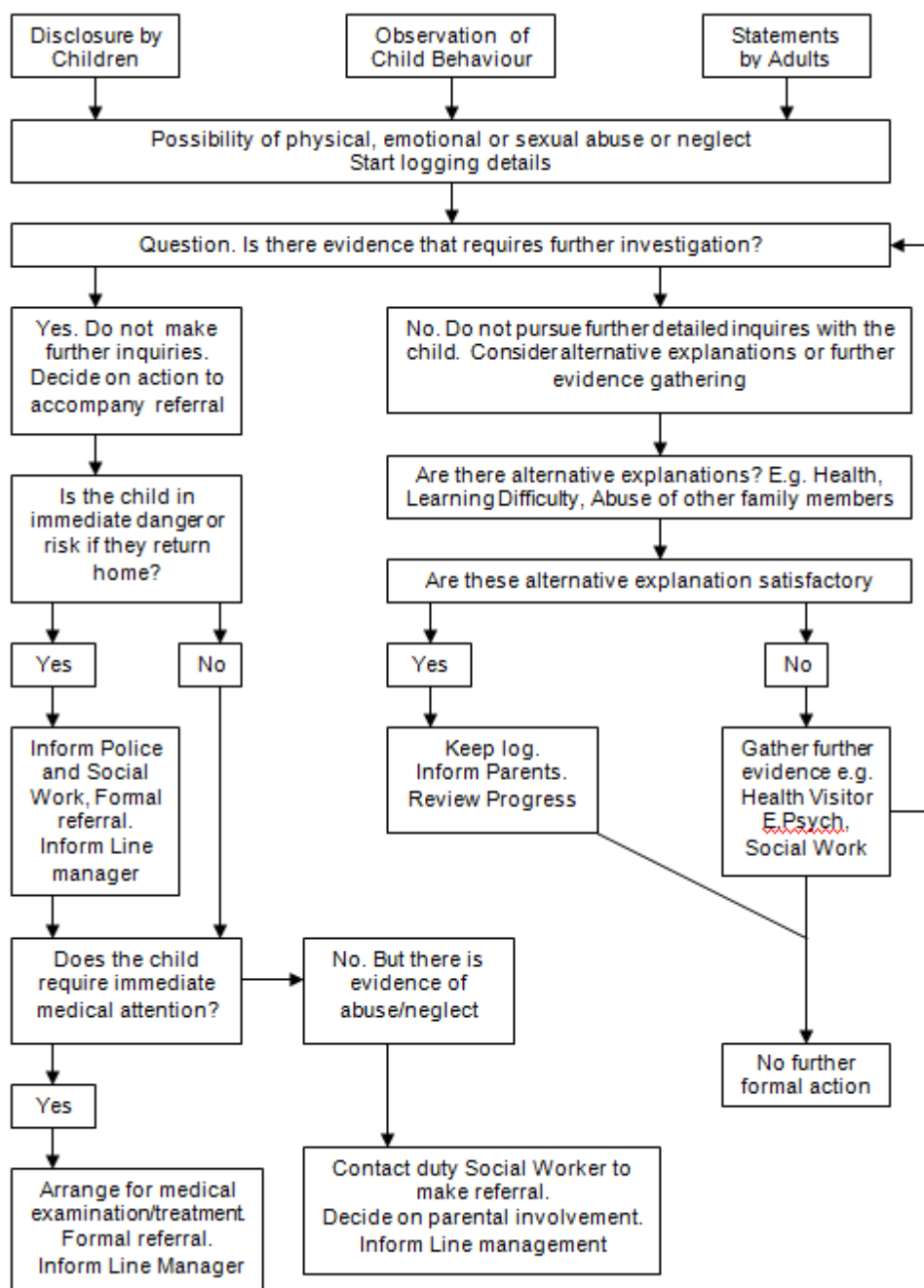
Incident

Action Taken

## Child Protection Flowchart

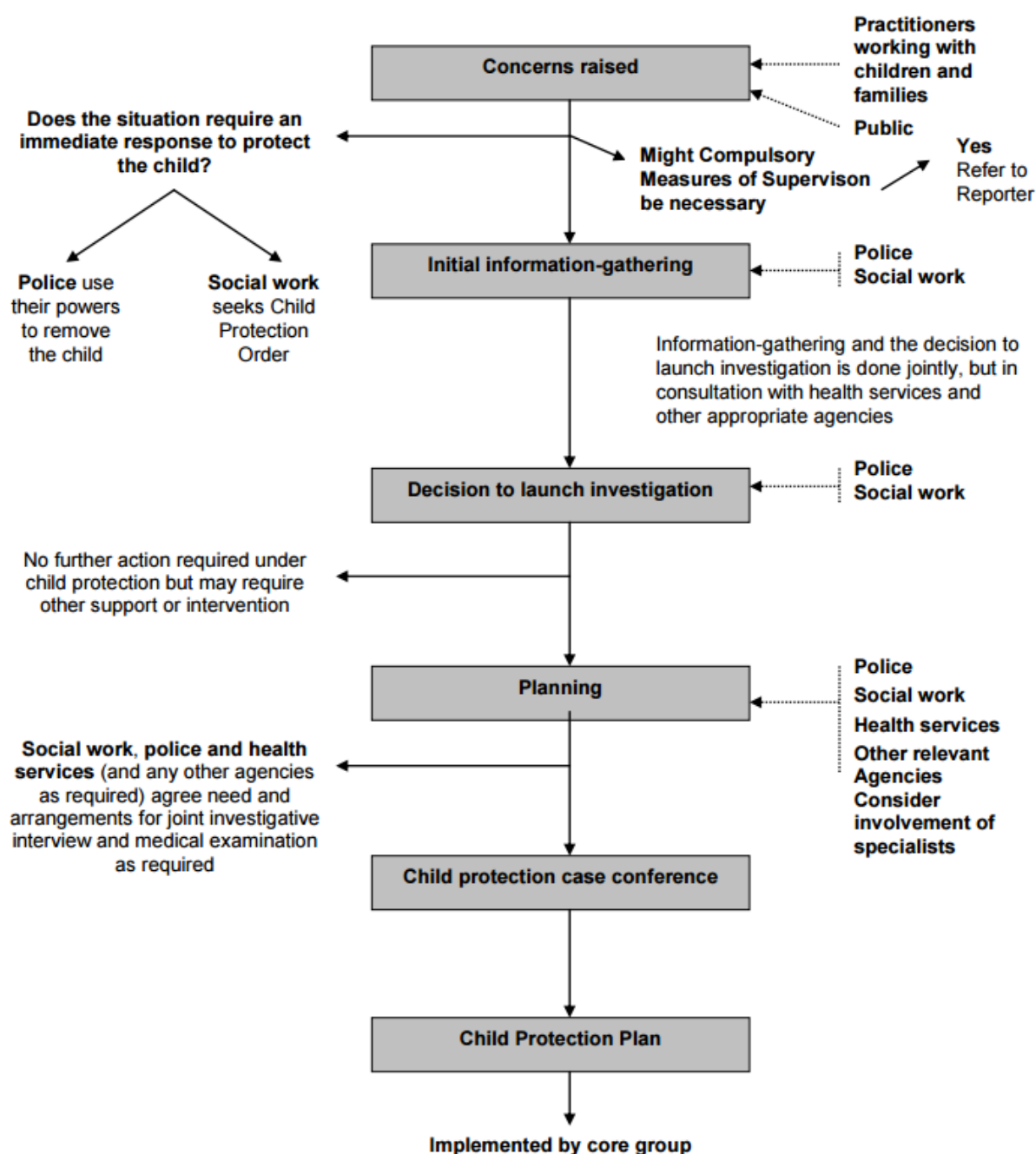
This chart is to be used as a guide to the organisational procedures for The Protection of Children. For further information please refer to the KingsWellies Policy for Child Protection and the local authority Child Protection Guidelines.

Taken from NESPC Child Protection Guidelines.



## Responding To Concerns about Children

The process of responding to child protection concerns in diagrammatic form can be represented in the following way. However, it should be noted that at any stage, the process may be stopped if it is felt emergency measures are required to protect the child or no further response under child protection is necessary.



# Admissions, Induction and Transition Policy

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Annually



## **Admissions, Induction and Transition Policy**

### **Admissions**

We follow Aberdeen City Council guidelines for admission to KingsWellies Nursery. We aim to ensure the admission of children is fair, equitable and responsive to the needs and preferences of individual children and their parents or carers. No child will be excluded because of ethnicity, culture, religious beliefs, language, family background, additional support needs, disability, gender or ability.

### **Induction**

- On application to KingsWellies Nursery, parents / carers are asked to provide personal details and information about their child and themselves. Confidentiality of information will be respected.
- Parents / carers are given a copy of the KingsWellies Nursery Handbook and KingsWellies Nursery Prospectus. This gives details of the vision, values, aims, policies and procedures of KingsWellies Nursery.
- Parents are invited to a meeting with the Nursery Manager / Nursery Director when nursery policies and procedures and the curriculum are discussed.
- Links are made with any previous nursery providers e.g. playgroups or private nurseries in order to consult on the individual needs of your child.

### **Settling In**

- We make arrangements for the child and parents or carers to visit KingsWellies Nursery so that they can familiarise themselves with the nursery staff and environment.
- We offer a warm and welcoming environment and ensure each child feels included, secure and valued.
- We deal sensitively with the child's readiness to leave the parent/ carer and the parent/carer's readiness to leave the child.
- We stagger the intake of any new children to the nursery group and work in consultation with the parent / carer to make this as easy and flexible as possible.
- We provide ongoing daily feedback to parents/carers about how their child is coping in the nursery.

### **Room to Room Transitions within KingsWellies Nursery**

Children within KingsWellies Nursery will move/progress throughout the nursery. Transitions happen around 18 months, 3 years and Primary 1.

Staff will assess the age and stage of each child and discuss with parents before the initial transition process begins.

Room Supervisors will meet with Depute Managers on a monthly basis to discuss the children who are ready to move and who are at the correct age and stage of development.

The Nursery Director will authorise the children moving before transition process begins.

Transition forms are to be completed by each keyworker. Parents to read over and add any other information as necessary and appropriate.

Existing Key worker and new key worker are to meet with the child's parents to discuss the child moving.

The Key worker and staff in the new room are to be sensitive to each child's individual needs and allow time for the child to settle into the new surroundings. Each room will welcome the child and parents into the room and explain new routines, procedures, i.e. daily report sheets, parenting, etc.

At the end of the first week, key workers will discuss how the child is getting on with visits to the room and whether they require further visits or are ready to move rooms.

When the child moves, we will ensure that the transition form, care plan and learning journey are passed onto the new room immediately.

## **Transition**

- When a child is transferring to a new nursery, we invite the staff from the new nursery to come to meet the child at KingsWellies before they leave.
- When a child is transferring to P1 we make arrangements for the child to visit the relevant primary 1 classroom and where practical to meet their primary 1 teacher.
- We pass all reports and records of achievement to the new primary 1 teacher and invite the new P1 teacher to visit the child in their own setting at KingsWellies.
- Throughout the year we keep regular contact and meetings with the Aberdeen City Early Years Team and with our local feeder primary schools.

# Clean Air Policy

<b>Published</b>	October 2014 (V1)
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<b>Revised</b>	Annually



## **Clean Air Policy**

### **Statement of Policy**

The Policy of Aberdeen City Council and KingsWellies Nursery is to guarantee a healthy working environment free from tobacco smoke.

As required under the Smoking Health and Social Care (Scotland) Act 2005, KingsWellies Nursery will ensure, "that non-smokers are not exposed to tobacco smoke." This policy shall apply to Elected Members, Employees, Parents and all third parties and visitors to the nursery.

### **Arrangements**

The ban on smoking will include all premises of KingsWellies Nursery and vehicles owned by KingsWellies Nursery.

Staff who smoke, must do so in their own time AWAY from KingsWellies Nursery premises.

Staff should cover up their KingsWellies uniform if smoking, so that children and other staff are not subjected to the smell of tobacco.

### **Compliance**

- All staff will co-operate fully with the policy, any breach will be viewed as a disciplinary matter
- All staff are responsible for informing visitors of the policy
- All job applicants will be made aware of the policy
- Contracts of employment will include reference to acceptance of the Clean Air Policy
- Breaches of the policy should be reported to the Nursery manager
- Any questions / comments / concerns regarding the Clean Air policy should be addressed to the Nursery Director and will be dealt with in confidence

### **Help to Stop Smoking**

KingsWellies Nursery recognises that smokers want to stop smoking or may need help to cope with the restrictions imposed by this policy.

Employees who would like to stop smoking should seek information and advice through Grampian Health Board.



# Equality and Fairness Policy

<b>Published</b>	October 2014 (V1)
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<b>Revised</b>	Annually



## **Equality and Fairness Policy**

We follow Aberdeen City Council policy and procedures to ensure equality and fairness for all stakeholders at KingsWellies Nursery. We are committed to providing and maintaining equality of opportunity for all children, parents and carers within the nursery.

### **Equal Opportunities Statement of Principle**

- Discrimination on the basis of creed, colour, culture, origin, gender and ability is unacceptable in KingsWellies Nursery.
- Every person in KingsWellies Nursery will contribute towards a happy and caring environment by showing respect for and appreciation of each other as individuals. We promote the principles of fairness and justice for all, through the experiences that we provide in nursery.
- We ensure that all children have equal access to the full range of opportunities provided in the nursery playrooms.
- Children's progress is monitored to ensure all children achieve success.
- Staff training is provided to ensure that all staff understand and can successfully follow these principles.

### **Racial Equality Statements of Principle**

- We are committed to combating racial discrimination and racial harassment by challenging stereotyping and prejudice whenever it occurs.
- We are conscious of the need to put effort into the celebration of cultural diversity within our nursery community and show respect for all minority groups.
- We endeavour to make KingsWellies Nursery a welcoming place for all ethnic and national groups represented within our nursery community.
- We ensure that all recruitment, employment, promotion and training systems are fair to all. Through our KingsWellies Nursery Continued Professional Development scheme we will provide opportunities for every staff member to achieve.
- We strive to remove any forms of indirect discrimination that may form barriers to learning, (e.g. our books will reflect diverse society without negative images of some cultures)

### **Methods of Promoting Racial Equality**

- We follow Aberdeen City Council admissions policy for KingsWellies Nursery. This does not permit gender, race, colour or disability to be used as criteria for admission.
- Registration – Children's names are accurately recorded and correctly pronounced. Children are encouraged to accept and respect names from all cultures.
- We will regularly check our books, posters and other resources to ensure that they reflect a multi-racial society, positively and accurately.
- Boys and girls will have the opportunity to use, and be actively encouraged to use, all activities.
- In learning activities we use stories and poems from a variety of cultures.
- Opportunities to experience other cultures, languages and celebrations will be included in the KingsWellies Nursery curriculum.
- Children at KingsWellies Nursery will be encouraged to welcome a range of different festivals together with the stories, celebrations and special food and clothing they involve as part of the diversity of life. All medical, cultural and dietary requirements will be met.

### **Communication**

- We will strive to ensure that information, written or spoken will be clearly communicated in as many different languages as necessary.
- Care is taken to ensure that parents who have poor literacy skills receive support with newsletters and written information.

## **Additional Support Needs**

- KingsWellies Nursery recognises the wide range of additional support needs of children and families in the community and will consider what part it can play in meeting these needs. We take full account of the needs of people with disabilities when planning meetings and visits to the nursery.

## **Who is Responsible?**

All members of KingsWellies staff have a responsibility to ensure that their own practice reflects the policies and procedures of KingsWellies Nursery. In addition, all members of staff have a responsibility to identify their own training needs that may occur when working with children and families.

The KingsWellies Nursery Director / Manager has a responsibility to ensure that all practices in the nursery adhere to this policy and also adhere to the Inclusion Policy.

The KingsWellies Nursery Director / Manager also has a responsibility to ensure that where training needs have been identified, directly or indirectly, all members of staff have an opportunity to have these needs met.

## **How will the Policy be implemented?**

### **Staff**

Recruitment of staff will be carried out using job profiles which outline specific criteria based on professional, personal and experiential skills.

Staffing will as far as is reasonably possible, reflect the cultural diversity of the local community.

KingsWellies Nursery aims to ensure that all staff have the opportunity to attend training events to ensure that staff are able to develop the due respect and understanding required for each child's customs and culture.

KingsWellies staff will be expected to use diplomacy and tact when implementing this policy.

## **Recruitment and Training**

KingsWellies Nursery is committed to ensuring that candidates for employment and existing members of staff are not discriminated against on any grounds, including:

- Gender
- Race
- Nationality
- Colour
- Ethnicity
- Disability
- Marital status
- Sexuality
- Responsibility for dependants
- Age
- Religious belief
- Work pattern

**This commitment applies to all aspects of employment including:**

- Recruitment and selection, advertisements, job profiles, interview and selection procedures
- Training
- Promotion and development of career opportunities
- Terms and conditions of employment and access to employment related facilities and benefits
- Grievance handling and the application of disciplinary procedures
- Selection for redundancy

KingsWellies Nursery is committed to anti-discriminatory practice and it is the responsibility of the nursery management to ensure this policy is maintained. Where problems or complaints arise, the KingsWellies Nursery Director / Manager will ensure that a full investigation takes place and that any necessary follow up action is taken. This may include initiating disciplinary action where appropriate.

**Premises**

KingsWellies Nursery is committed to ensuring that all possible steps have been made to comply with the Disability Discrimination Act 1995, with particular attention paid to:

- Signage and decoration
- Access for children, parents, staff and visitors with sensory impairments
- Access for children, parents, staff and visitors with other additional support needs

Due care and attention is also paid to ensure that the operation of KingsWellies Nursery does not incur problems for any other users of the premises.

**Racism and Sexism**

KingsWellies Nursery is committed to developing awareness within the nursery of the needs of those who face discrimination and the effects of discrimination on society. Thus, racist and sexist comments are dealt with in a sensitive and tactful manner in order that positive discussion promotes understanding.

KingsWellies Nursery understands that different people will have different attitudes regarding racism and sexism and different understandings of what constitutes a racist or sexist action or comment. All members of KingsWellies staff will use their own informed judgement in deciding the manner in which any situations are dealt with. If a member of staff is unsure as to the manner in which they should deal with a situation, they should report the issue to the Nursery Director / Manager who will advise them on the action that should be taken.

KingsWellies Nursery believes that members of staff should act as positive role models for the children, therefore if a member of staff is concerned that colleagues are behaving in an unacceptable manner regarding racism or sexism, this should be reported to the Nursery Director / Manager immediately.

Members of staff should note that KingsWellies Nursery operates a zero tolerance policy on discriminatory behaviour. Any member of staff who behaves in a discriminatory manner may be subject to disciplinary procedures.

## **Sexual Harassment**

KingsWellies Nursery believes that all employees are entitled to be treated with dignity and respect whilst at work and when representing the nursery in any capacity outside of the nursery.

As such KingsWellies Nursery will not tolerate the sexual harassment of any one employee by another.

For the purpose of this policy, sexual harassment is defined as “unwanted conduct directed towards an employee by a fellow employee which is of a sexual nature, or which is based on the person’s gender and which is regarded as unwelcome and offensive by the recipient”. This may include but is not limited to:

- Unwanted Physical Contact
- Unwelcome sexual advances, propositions, suggestions or pressure to participate in social activity outside work (where it has been made clear this is not welcome).
- Conduct which is intimidating, physically or verbally abusive. This may include the display of explicit material, the use of sexually explicit humour and comments of a sexual nature whether directed at any particular individual or not.
- Suggestions that sexual favours may further an employee's career or that refusal may hinder it.

KingsWellies Nursery regards sexual harassment as a form of intimidation, which has the effect of insulting and demeaning the employee against whom it is directed. It is therefore unacceptable.

All complaints will be dealt with by the Nursery Manager / Director as appropriate. They will assess the complaint and agree on the action to be taken. If the complaint relates to the Manager or Director, the member of staff is welcome to contact the Care Inspectorate who will assist them further.

# Partnership with Parents/Volunteers Policy

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<b>Revised</b>	Annually



## **Partnership with Parents/Volunteers Policy**

At KingsWellies Nursery we believe that parental involvement contributes enormously to the effective way in which we operate. Parents are welcome to come to the setting at any time to spend time with their child and assist with activities, and become involved in the overall support network we provide for children and their families.

Our policy is to:

- Welcome all parents to the nursery
- Ensure that all parents have opportunities to contribute their own skills, knowledge and interests, e.g. music, languages, drama or other activities
- Give all parents the opportunity to contribute to the policies and procedures review process
- Give all parents the opportunity to express their views and for those views to be listened to and taken account of through different methods including forum meetings, questionnaires and through technology
- Ensure that all parents are fully informed about meetings, conferences, workshops and training through displays on the noticeboard, newsletters and our website
- Encourage parents to support our nursery through fundraising and donations.
- Invite parents to take part in nursery visits and outings (where possible).

### **Guidance for Using Parent Helpers and Volunteers in KingsWellies Nursery**

#### **Rationale**

KingsWellies Nursery acknowledges that parents, carers and family members are the most important influences on their children's lives. We also refer to the Scottish School (Parental Involvement) Act 2006 – which includes developing home-school relationships.

By encouraging involvement of parents/carers in the life of KingsWellies Nursery, we can achieve a number of positive goals.....

- Demonstrating to the children that their care and education is important to parents
- Sharing potential knowledge/expertise within the nursery community
- Enhancing our welcoming ethos and community involvement

Our Parent Helper Policy also acknowledges formal guidance in terms of Quality Indicators from "How Good is Our School 3," in focusing on enhanced voluntary parental involvement:

Our parents, including those with vulnerable children, play an important part in their children's learning and development. They participate well in relevant meetings and nursery events. They contribute as actively as possible to key aspects of their children's education and development, safety and health with effective support from initiatives developed by us and our partners.

Parents, and groups representing parents, engage with us with confidence. Parents, carers and families are satisfied with the quality of education and care we provide. Parents indicate that we give them clear reports and prompt and helpful responses to their views and enquiries about their child's attainment, development and progress. Parents report that we support and encourage their involvement in discussions about education and care, and their contribution to our nursery improvement. They are very satisfied with the opportunities they have to contribute to their children's learning, care and progress.

**Ref.Q.I.2.2 from "How Good is Our School 3" – Scottish Executive**

- Our approach to parental involvement is planned and purposeful and leads to productive two-way partnerships with individuals and groups of parents in children's learning and the life of our nursery. Our nursery is a welcoming place. We actively encourage parents to participate in their children's care and education, particularly those who are reluctant to be involved or face barriers to involvement. We support parents well in understanding and taking an active part in discussions about their children's progress and ways of working together on their next steps in learning. As far as possible, we meet parents at times which are convenient for them.
- We have effective mechanisms for communicating and consulting with parents and learners, on the quality of care and education, and the way our nursery is run, making good use of face-to-face contacts, newsletters, e-mail, websites and telephone calls. Groups representing learners and parents are involved in decisions about the future work of our nursery. We have a clear complaints procedure and parents understand how to use these. They receive feedback, and when their suggestions are not taken on board they are given explanations. We have effective arrangements for meeting the varying needs of parents, for example, those who need interpreting or translation services or have restricted mobility, visual or auditory impairments.
- We report annually to parents and learners on our improvement priorities and key outcomes. We provide clear information in appropriate formats on key aspects of our work. Our standards and quality reports give accurate evaluations of key aspects of our work and identify strengths and areas for improvement. We welcome parents being proactive in raising issues and engaging in nursery improvements beyond the needs of their own children.

**Ref. Q.I. 5.7 From "How Good is Our School 3" – Scottish Executive**

**Advantages of Using Volunteers/Parent Helpers in KingsWellies Nursery**

**For Children**

- visible signs of co-operation between parent/ nursery
- wider learning experiences
- extra assistance with tasks
- greater supervision of practical activities

**For Parents**

- deeper understanding of KingsWellies Nursery aims and objectives
- sharing a skill you have learned and enjoyed
- viewing of children at work
- gain confidence in working with groups of children
- become more aware of children's needs
- deeper understanding of nursery curriculum and teaching methods



## **For Nursery**

- another pair of hands
- communication between home and nursery improved
- learning environment enriched
- the aims and ethos of the nursery can be transmitted by example rather than written down
- making use of a range of expertise and experienced adults

## **Code of Practice**

### **Nursery Director/Nursery Manager should:**

- ensure that any parent helper who is regularly within the nursery, has gone through the Enhanced Disclosure Scotland PVG process
- ensure that all helpers are familiar with this Code of Practice
- monitor these practices to ensure it is an effective support provision for staff and children
- ensure that any “concerns” are brought to the immediate attention of the designated management person within the nursery
- ensure that parent helpers are not working alone with a group/individual children
- a member of the Nursery Management Team should have designated responsibility for overseeing the Parent Helper scheme
- ensure that all nursery staff are aware of all aspects of this policy and are supportive of its aims
- apply an inclusive principle to this policy – aim to involve as many parents as possible and encourage parents who may not be engaged with the nursery to apply/become a helper

### **Nursery Staff should:**

- be familiar with this Policy and Code of Practice
- identify suitable and proportionate playroom tasks for Parent Helpers – both indoors and outdoors
- raise any concerns with the designated member of the Nursery Management Team
- be aware of confidentiality issues in terms of any dialogue with the Parent Helper
- be welcoming and supportive to our parents at all times

### **Nursery Helpers should:**

- on arrival please sign the register at the nursery office and collect a “Visitor” badge
- on departure please sign out and remember to leave your “Visitor” badge
- If you are unable to come for any reason, please phone the nursery.
- Early notification would be appreciated.
- When working with children within a playroom or area, be polite, supportive and approachable but not “over friendly”. If you do experience any problems, inform the KingsWellies Nursery staff immediately. They will be in overall charge of discipline at all times.
- Be aware of safety and fire drills procedures.
- Be aware of relevant Child Protection guidance.
- It is essential that anything you see or hear during your nursery visits is treated with the utmost confidence. Anything that happens within the nursery should not be talked about outside the nursery.
- Adopt a positive attitude, and always encourage the children to attempt the tasks that have been set. Resist the temptation to do it for them.
- Enjoy yourself – become more confident dealing with groups of children. Remember if you do feel uncomfortable, do not hesitate to have a word with the nursery staff.

## **Use of Volunteers/Student Placements**

It is good practice to encourage parent involvement in KingsWellies Nursery. Relationships between staff/parents/children can be enhanced and a climate of trust developed. Parents can gain a better

understanding of the work of the nursery and how this benefits their child. Staff can develop an understanding of the needs of family as well as the child.

Where parents are involved in activities during nursery sessions, staff should ensure that adequate induction procedures are in place so that parents are sure of their role and clear about the aims of the nursery.

### **How can we Involve Parents/Volunteers?**

- Outings
- Games (including computer)
- Practical help in preparation of paint/paper/materials
- Mounting work for display
- Special skills (e.g. piano playing/knitting/making puppets etc)
- Give talks (e.g. health visitor/dentist/lollypop man etc)
- Reading to small groups in the story corner
- Helping with wet area activities
- Outdoor play
- Garden/allotment

### **Risk Assessments**

It is important that parents/volunteers are not left in sole charge of the group and that they are not asked to undertake tasks that would put them or the children at risk. Staff will complete a risk assessment that ensures:

- Volunteer or parent helper is never alone with a child / children
- Parent helper/volunteer is known to the nursery or nursery staff
- Parent helpers/volunteers do not take children to the toilet or change them if they are soiled

### **Students**

- The nursery management team ensures that any students working in KingsWellies Nursery have been checked by Disclosure Scotland prior to working with children
- Students work under the direction of nursery staff
- Students will be made aware of all nursery policies and procedures and expected to adhere to them

### **Partnership with Parents/Carers**

- KingsWellies Nursery has an open door policy. Parents are welcome to discuss anything with the staff during drop off / pick up times. Where parents or staff wish to discuss anything of a confidential nature or have a longer discussion an appointment can be arranged
- Newsletters from nursery are sent home regularly or e-mailed to parents
- Parents are invited to join us for a nursery session, any time that they would like.

## **Conflict Resolution with Parents**

At KingsWellies Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- Management will also signpost parents to further support where applicable.

# Whistleblowing Policy

<b>Published</b>	October 2014 (V1)
<b>Revised</b>	Annually



## **Whistleblowing Policy**

This policy is in place to ensure that KingsWellies staff feel confident and are encouraged to reveal any concerns that they may have about the conduct and behaviour of other members of staff, the Nursery Management Team or Nursery Director.

This policy should only be used for dealing with major concerns over the conduct of other members of staff. It should not be used to report personal grievances, harassment, disciplinary matters, bullying or any other matters that can be dealt with using KingsWellies Nursery disciplinary and grievance policies and procedures.

### **The following concerns are relevant:**

- a criminal offence
- breach of legal obligation
- miscarriage of justice
- danger to health and safety of any individual
- malpractice
- fraud
- improper conduct / unethical behaviour
- attempts to suppress or conceal any information relating to the above
- child protection concerns

### **Who Can Raise a Concern?**

- Any member of KingsWellies staff who has a reasonable belief that there is some malpractice relating to any of the issues mentioned above, is entitled to raise a concern.
- Concerns raised must be done so without malice and in good faith. You must reasonably believe that any information disclosed and any allegations made are true. You will not be expected to prove beyond doubt, that the allegation is true but you will need to demonstrate that there are reasonable grounds for your concern.
- If you make an allegation in good faith but it is not confirmed by any subsequent investigation, then no action will be taken against you.
- If you make an allegation frivolously, maliciously or for personal gain, then appropriate disciplinary or legal action may be taken against you.
- All concerns raised will be treated in confidence and every effort will be made not to reveal the identity of the person who raised the concern. However at the appropriate time, the individual who made the allegation may need to come forward as a witness.
- Any individual who raises a concern in good faith, will be protected from any possible reprisals or victimisation. Where this occurs the individual should report it to the Nursery Director immediately.

**Raising a Concern:**

- Any concerns should be reported to the Nursery Manager/Nursery Director. If the allegation involves the Nursery Director then the concern should be raised with the Care Inspectorate directly.
- You may wish to discuss your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.
- Concerns should be raised verbally or in writing. In both instances, you will be required to state:
  - The background and history of the concern
  - The reason you are concerned
  - The extent to which you have personally witnessed or experienced the problem.
- The Nursery Manager/Nursery Director will decide whether the allegation falls within the scope of KingsWellies Nursery policies and procedures.
- The Nursery manager/Nursery Director will consider the complaint and decide whether there is a case to answer.
- If there is a case to answer the Nursery Manager/Nursery Director will proceed using KingsWellies Nursery Human Resources policies and procedures.
- You may wish to invite your trade union colleague to be present during any meetings or interviews in connection with the concerns you have raised or have been raised against you.
- You may also complain directly to the Care Inspectorate on 01224 7938700.

# Administration of Medication Policy

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2016 (V2) June 2018 (V3)
<b>Revised</b>	Annually



## **Administration of Medication Policy**

### **Purpose of Policy**

The purpose of this policy is to ensure that any and all medication administered to children at KingsWellies Nursery, has been authorised by the child's parent / carer. Only authorised members of staff (qualified practitioners) will be allowed to administer medication and accurate records of any medicine administered must be kept at all times.

### **Who is Responsible?**

It is the overall responsibility of the Nursery Manager to ensure that there is written parental / carer permission to administer medication to children during the nursery session.

It is the responsibility of the Room Supervisor and qualified staff to ensure that parent / carers complete a medication form prior to any medication being administered. The Medicine Administration Form must be signed again by the parent or carer when they are collecting their child.

### **How will the Policy be implemented?**

- Members of the Senior Management Team must be aware of the Care Inspectorate Guidelines, "Management of Medication In Daycare of Children and Childminding Services" which inform and accompany this policy.
- Qualified members of KingsWellies Nursery staff may only administer medication to a child with the written consent of the parent / carer.
- Where members of staff are required to administer medication to a child (whether short term or long term) the parent / carer must first complete and sign a Medicine Administration Form. A new form should be completed where there is a change in circumstances.
- The Medicine Administration Form will detail the name of the qualified practitioner who administered the medication and another staff member will sign as a witness to the administration of the medication.
- Before medicine is administered, the designated member of staff should check the Medicine Administration Form for any changes.
- The Medicine Administration Form should be completed each time the child receives their medication. This form must be completed and signed by the person administering the medication, the witness and be countersigned by the parent or carer when they collect their child. This form should be retained and filed in the child's individual Care Plan for future reference.

The Nursery Manager and KingsWellies staff must ensure that all medications are inaccessible to children, stored securely, in their original containers and clearly labelled with their contents, date received, date they expire and the child's name.



It should be noted that specific medications have storage implications for KingsWellies Nursery. These include:

- Asthma Medication: The child should have an inhaler with them, and the setting should also have one as a spare. Each child's inhaler should be kept in a separate container, which is clearly labelled with its contents, date received, expiry date and the name of the child.
- Pain Medications: These should be kept locked away from the children. Each child's medication should be kept in a separate container labelled with the contents and the child's name. The label should also detail the date when the medication was given to the setting and the expiry date. Children who require regular pain medication must have a new supply of medication issued to the nursery on a monthly basis by the parent / carer. The Administration of Medication Form must also be completed each time as appropriate by the parent.
- Allergy medication / Antihistamines: These should be kept locked away from the children, each child's medication should be kept in a separate container labelled with the contents and the child's name. The label should also detail the date when the medication was given to the setting and the expiry date. Children who require regular allergy medication must have a new supply of medication issued to the nursery on a monthly basis by the parent / carer. The Administration of Medication Form must be completed each time as appropriate by the parent.
- Epi-pens: Where a child requires an epi-pen for allergic reactions, the child must carry one with them at all times. The setting should also be issued with one if possible. Only members of staff who are trained to administer this medication will be allowed to do so. Whilst KingsWellies Nursery aspires that all members of staff receive the required training, parents are reminded that it is their responsibility to ensure that their children's medication requirements are up to date and that KingsWellies Nursery is kept up to date with any changes or developments.

# Medication

At KingsWellies Nursery we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up to date.

We follow the Care Inspectorate guidance on the management of medication in daycare of children and childminding services when dealing with medication of any kind in the nursery and this is set out below.

## **Medication prescribed by a doctor, dentist, nurse or pharmacist**

*(Medicines containing aspirin will only be given if prescribed by a doctor)*

- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Early learning and childcare practitioners should not give the first dose of a new medication to a child. Parents should have already given at least one dose to ensure that the child does not have an adverse reaction
- Medicines must be in their original containers with their instructions printed in English and where possible early learning and childcare practitioners should always read and retain the information which is supplied with the medicine
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
  1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
  2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
  3. Parents must notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication or spits it out, then a note will be made on the form and parents told

- Where medication is 'essential' or may have side effects, discussion with the parent will take place to establish the appropriate response.

### **Non-prescription medication (*these will not usually be administrated*)**

- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will only administer non-prescription medication for a short initial period, dependent 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 early learning and childcare practitioner
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the onus being on the parent to provide the medicine
- We do not keep an emergency communal nursery supply of fever relief and anti-histamines on site (following Care Inspectorate guidance). If a child does exhibit the symptoms that would require non-prescription medication during the day, e.g. a high temperature the nursery will make every attempt to contact the child's parents. Where parents cannot be contacted then the nursery manager will help to reduce the child's temperature, contact the child's emergency contact and seek further medical advice if the child is:
  - under three months old and a temperature of 38 degrees or above
  - between three to six months and has a temperature of 39 degrees or above
  - over six months and shows other signs of being unwell – for example, they are floppy and drowsy or you are concerned about them
- For any non-prescription cream for skin conditions prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given
- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine.

### **Injections, pessaries, suppositories**

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

### **Staff medication**

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or too unwell to meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy. If any staff member believes that

their condition, including any condition caused by taking medication, is affecting their ability they must inform their line manager and seek medical advice. The nursery manager will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the staff room or nursery room where staff may need easy access to the medication such as an asthma inhaler. In all cases it must be stored out of reach of the children. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

### **Storage**

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children.

Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach.

Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

All medications must be in their original containers, labels must be legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

# Loss or Damage to Property Policy

<b>Published</b>	November 2014 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Loss or Damage to Property**

KingsWellies Nursery accepts that on occasion children and staff members may bring personal belongings into the nursery. The purpose of this policy is to inform parents/carers and members of staff to the level of responsibility that KingsWellies Nursery accepts when children or members of staff bring their own possessions into the nursery.

KingsWellies Nursery would prefer that children did not bring their own toys and games into the nursery, but accepts that sometimes this is inevitable and unavoidable.

### **Who is Responsible?**

All members of staff have a responsibility to ensure that any personal possessions that are brought into the nursery are kept safe. KingsWellies Nursery will provide a lockable cupboard (in each playroom) for members of staff to keep their bags and other personal belongings secure. All members of staff have a responsibility to ensure that their belongings are placed in the appropriate place and are not left where they could be at risk. KingsWellies Nursery would stress to staff, the importance of not bringing expensive or irreplaceable items into the nursery. KingsWellies Nursery will take as much care as is reasonably possible with children's belongings.

### **How will the Policy be implemented?**

KingsWellies Nursery will take as much care as possible to ensure the security of the belongings of children and members of staff, but overall accepts no responsibility for their loss or damage. New parents will be asked to sign a declaration stating this.

All members of staff will be made aware that KingsWellies Nursery accepts NO responsibility for their belongings, if they have not been stored and locked away in the designated place. All staff will sign a declaration stating this. If belongings have been stored securely and an incident occurs whereby they have gone missing, then KingsWellies Nursery will investigate. In certain circumstances, i.e. the possessions have been stolen by another member of staff or by a child, we will replace the missing items on completion of a claims form but this will be at our discretion.

Members of staff who do not store their belongings in the secure position provided for them, will have no recourse for compensation should items go missing or get lost or damaged.

## **Loss or Damage to Property Policy**

### **Parents and Carers**

Parents and carers should be aware that children bringing personal belongings into KingsWellies Nursery do so at their own risk. KingsWellies Nursery accepts no responsibility for loss or damage to any item that a child brings into the nursery from outside.

Parent / Carer's Name.....

Signed:.....

Date:.....

## **Loss or Damage to Property Policy**

### **Members of Staff**

All members of staff should be aware that they bring personal belongings into the nursery at their own risk. KingsWellies Nursery accepts no responsibility for any loss or damage to personal items, unless they have been stored securely in a place designated for this purpose by KingsWellies Nursery (in the locked cupboard within each playroom).

Staff Name:.....

Signed:.....

Date:.....

# Maintenance and Storage of Resources and Equipment Policy

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18





## **Maintenance and Storage of Resources and Equipment**

### **Purpose of Policy**

To ensure that all resources, equipment and materials contained within KingsWellies Nursery comply with health and safety regulations and other legislative requirements.

### **Who is Responsible?**

It is the responsibility of the Nursery Manager to ensure that all equipment and materials are safe to use, in good condition and pose no risk to the health and safety of the children or staff in the KingsWellies Nursery.

### **How will the Policy be implemented?**

- All equipment and materials are purchased from reputable suppliers and comply with British Standards for Safety.
- All equipment is checked before use to ensure that it is safe for children and staff.
- All equipment is cleaned on a regular basis with anti-bacterial cleaner to ensure that the spread of infection is minimised.
- All soft furnishings are washed regularly to minimise the spread of infection.
- All electric equipment is checked annually and by a recognised body to ensure it's safety.
- All small pieces of equipment are cleaned thoroughly once per month to minimise the spread of infection.
- Equipment and materials are risk assessed as appropriate before first use and regularly after that, to ensure the minimisation of any risk to children or staff.
- Children will be involved where appropriate in completing risk assessments. This will build resilience, knowledge and awareness.

### **Storage of Equipment**

All equipment and materials in the nursery are stored so as to reduce the risk to health and safety of all service users.

Equipment and materials which have a high risk assessment are controlled by staff and children will not have open access to these resources. Access to these resources will be dependent upon the risk assessment and will not be used without a member of staff being present.

# Complaints Policy and Procedure

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2016
<b>Revised</b>	March 2016 (V2)



## **Complaints Policy and Procedure**

### **Purpose of the Policy**

The purpose of this policy is to ensure that any complaints about the KingsWellies Nursery service are handled quickly, effectively and courteously and solutions are implemented which satisfy both the customer and the setting.

### **Who is Responsible?**

It is the responsibility of the Nursery Director to ensure that all customer complaints are handled appropriately. However, all members of staff have been trained in the procedure for handling complaints. The Nursery Managers will also handle all operational, day to day complaints as a matter of priority.

### **Complaints Policy and Procedure**

We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.

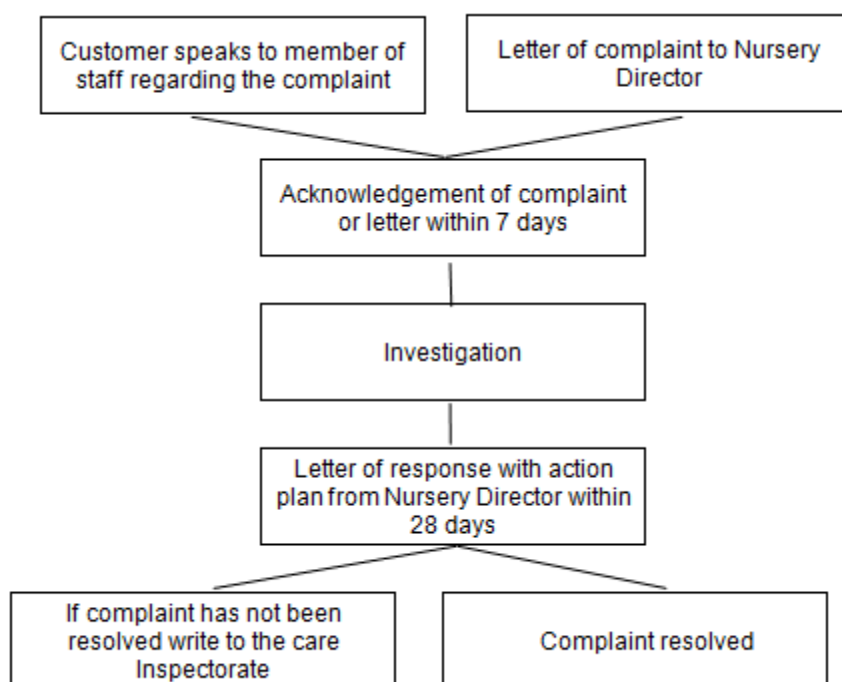
We believe a complaints procedure can contribute to the quality and effectiveness of the service. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of parents, carers, children and staff that complaints are dealt with fairly and confidentially.

- At KingsWellies Nursery we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the nursery staff for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- If the problem remains unresolved, the complainant should contact the Nursery Manager either by letter, telephone or in person.
- The Nursery Manager will listen to the complaint and investigate the circumstances surrounding it.
- The Nursery Manager will then report back to the complainant and try to resolve the problem as quickly as possible.
- If the complaint is of a serious nature or is not resolved between the Nursery Manager and complainant, the Nursery Director will take over the handling of the complaint and will aim to resolve it as quickly and positively as possible.
- Complaints will be acknowledged within 7 working days. Please allow 28 working days for us to fully investigate a complaint.
- A record of complaints is kept in the Nursery. It may be shared with Aberdeen City Council officials or officers of the Care Inspectorate. Otherwise it is confidential.
- Should parents wish to contact the Care Inspectorate direct, they may call 01224 793870.
- This procedure is displayed in the nursery for the information of parents and visitors.

Contact details for Care Inspectorate, Aberdeen:

**Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD  
Phone: 01224 793870**

## Complaints Procedure – Chart



## Procedures for KingsWellies Staff

- Any customer complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- If a complaint is received from a customer it should be dealt with swiftly and in accordance with the KingsWellies Customer Complaints Policy.
- The member of staff who has received the complaint should make the Depute Managers / Nursery Director aware of it immediately.
- The Nursery Director / Nursery Manager will acknowledge receipt of the complaint to the customer within 7 working days, log the complaint and investigate the matter. At this stage it may be appropriate for the Nursery Director / Nursery Manager to contact the customer to gather further information, all correspondence will be recorded on a confidential basis.
- All customer complaints are discussed at the weekly Senior Management Team meeting. The issue is discussed and corrective action agreed, a date by which the action should be taken is also agreed. This is recorded and then discussed with the customer. As appropriate, this information is also issued in writing to the customer.
- If the action has not been taken by the date agreed, the Nursery Director should address the issue and identify why the action has not been taken. This should be recorded in writing and issued to the customer.
- When the corrective action has been completed and the complaint has been resolved, this should be recorded.

# Conflict Resolution with Parents and Aggressive Behaviour Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# **Conflict Resolution with Parents and Aggressive Behaviour Policy**

At KingsWellies Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

If as a parent you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure.

In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

## **Abusive Calls**

The call taker receiving an abusive call will ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.

## **Abusive Emails**

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

## **Social Media**

If slanderous or abusive messages appear on any social media sites we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

In the event that any person inside the nursery starts to act in an aggressive manner at the nursery, our policy is to:

- Direct the person away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the aggressive behaviour continues or escalates we will contact the police in order to ensure the safety of our staff team, children and families
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken
- Any aggressive behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team, in writing

within 3 days of any incident that involved aggressive or threatening behaviour to their staff

- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents to organisations/professionals that can offer support if applicable

# Water and Sand Activity Tray Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2016/17





## **Water and Sand Activity Tray Policy**

Following concerns raised by the Environmental Health Department over the possible spread of infections through the use of water and sand trays, KingsWellies Nursery has issued the following Guidelines where such water and sand trays are likely to be used.

It is the policy KingsWellies Nursery that all staff setting up water and sand trays in their playrooms adhere to these guidelines.

**In order to reduce the risk of transmission of infection in water and sand activity trays the following should be implemented:**

1. The water tray should be filled with fresh water i.e. drinking water from a cold water mains tap.
2. The tray should be filled on the day of use with fresh water.
3. If hot water is required i.e. from the hot water tap, then you must ensure that the procedure does not pose a risk to any person's health and safety.
4. All containers used for filling the water and sand tray must be maintained in a good state of repair and replaced when the surfaces are no longer intact i.e. smooth and impervious. This also applies to the water and sand trays themselves and to all toys etc.
5. The water should be changed as often as necessary and at least at the end of each work session. The water tray should never be topped up.
6. The water tray should be emptied and cleaned as often as necessary and at least at the end of each work session. The water tray should be washed with hot water and a bactericidal detergent.
7. After the tray has been washed it should be dried with paper towels.
8. The length of session should be minimised, as should the number of children using the water or sand tray at any one time.
9. Toys should be drained of water and sand and cleaned as often as necessary and at least at the end of each day. The toys should be washed with hot water and bactericidal detergent.
10. After the toys are washed they should be dried with paper towels.
11. There should be dedicated toys for water and sand play. The toys should not be used for other types of play.
12. Straws and blowpipes must not be used for water play unless continuous supervision is provided.
13. Prior to and after use of the water tray, children must wash their hands.

14. The water tray must not be used during an outbreak of infectious disease. For example, children with gastro-intestinal symptoms must be excluded from nursery until 48 hours after recovery. The importance of adhering to this exclusion policy should be explained to parents. Children with skin lesions and eye infections must not undertake water or sand play.
15. Adequate supervision of water and sand play must be implemented. It is particularly important to ensure that children do not drink the water or eat the sand.

**Adoption of these procedures will reduce the risk of transmission of infection in water and sand activity trays.**

**However, the ability of these water trays to support microbial growth e.g. *ecoli* and *pseudomonas aeruginosa* will not be eliminated.**

#### **Additional Notes**

1. All cold water taps in nursery supply drinking water.
2. Buckets for filling water trays are kept in each playroom. These should not be used for any other purpose. Please inform Nursery Manager if buckets become worn or damaged and no longer conform to the guidelines.
3. Bactericidal detergent is available in each playroom. Paper towels should be used to dry the trays and toys after washing.
4. The water tray should first be emptied then filled with hot water and bactericidal detergent. Clean the tray thoroughly (use a half J-cloth), then empty it again and dry using paper towels. Toys and the bucket used for filling the tray should then be washed thoroughly using hot water and bactericidal detergent before being dried with paper towels.
5. The 48-hour exclusion ruling applies to **any person in an establishment (pupil or staff)**.
6. Water and sand trays should always be sited so that the children using them are not out of sight of an adult.

# Visits and Outings Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Visits and Outings Policy**

At KingsWellies Nursery we offer children a range of local outings including walks and visits off of the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

### **Procedures**

Visits and outings are carefully planned using following guidelines, whatever the length or destination of the visit:

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children on trips
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children At least one member of staff will hold a valid and current paediatric first aid certificate
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required
- A completed trip register together with all parent and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the nursery manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets
- Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

### **Risk assessment / outings plan**

The full risk assessment and outing plan will be completed prior to all trips and outings. Parents will be provided with a copy of this at their request. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch, etc.
- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Information relating to any individual child's learning and development needs.

## **Use of vehicles for outings**

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks will be made to the nursery vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained (where appropriate)
- The nursery vehicle will be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover
- Drivers of vehicles are adequately insured
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts
- When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

## **Lost children**

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and the Care Inspectorate will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

# Use of Dummies in Nursery Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Use of Dummies in Nursery Policy**

At KingsWellies Nursery we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Our nursery will:

- Discuss the use of dummies with parents as part of babies' individual care plans
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting or going through a transition) and/or as part of their sleep routine
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and, if age/stage appropriate, explain in a sensitive and appropriate manner why they do not need their dummy
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways which the child can be weaned off their dummy through books and stories (when appropriate).

# Sun Care Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18





## **Sun Care Policy**

Young children need special care when they are in the sun. They love playing outdoors, but they are not aware of how the sun can damage their skin. So as adults it is important that we take precautions for them.

Getting sunburnt as a child leads to greater risk of skin cancer in later life, but the good news is that sun damage can be avoided. Experts believe that four out of every five cases of skin cancer are preventable.

It is important that children, especially young children, are given the protection they deserve.

Sun Know How

Health Education Authority 1998

### **Aims**

- To protect children while they are in our care at KingsWellies Nursery.
- To help work in partnership with parents to protect children at other times.
- To help children understand the importance of keeping themselves safe in the sun.

### **How aims are to be achieved**

1. KingsWellies staff to educate themselves about the risks of sunburn.
2. KingsWellies staff to provide protective care over the summer months between April and September.
3. KingsWellies staff to take particular care when children are outside during the hottest part of the day between 11 a.m. and 3 p.m. during this period children should:
  - Wear the legionnaire style hats provided
  - Wear clothing covering shoulders and arms
  - Only be outside for limited periods, when it is sunny
  - Wear appropriate sunscreen.
4. Provide shady areas in the playground.
5. Parents will be informed about the nursery policy and be encouraged to keep their children safe in the sun through:
  - A newsletter at the beginning of term
  - Informal information from staff
  - Appropriate use of sunscreen
  - Appropriate eye protection with a brimmed hat and ideally sunglasses with UV filters.
6. At the beginning of the summer term staff will explain to children about the need to keep safe in the sun and how to do this.

### **Evaluation**

- Regular review with consultation of all relevant parties.

## **Questions & Answers**

### **Why is sun protection important for children and young people?**

Skin cancer is one of the most common cancers in the UK and the number of cases is rising at an alarming rate. The good news is that the majority of these cases can be prevented. Most skin cancers are caused by ultraviolet (UV) radiation from the sun. If we protect ourselves from the sun then we can reduce our risk. This is particularly important for children and young people whose skin is more delicate and easily damaged.

There are simple steps you can take to enjoy the sun safely – cover up with clothing and a hat, spend time in the shade and apply at least SPF 15 sunscreen generously and regularly.

### **What about vitamin D?**

We all need some sun to make enough vitamin D. Enjoying the sun safely, while taking care not to burn, should help most people get a good balance without raising the risk of skin cancer. For more information on vitamin D, visit the SunSmart website: [www.sunsmart.org.uk](http://www.sunsmart.org.uk)

### **Why have a Sun Protection Policy?**

Nursery's and schools have a responsibility to ensure that children are protected from overexposure to UV rays from the sun, and the National Institute for Clinical Excellence (NICE) guidelines for skin cancer prevention (2011) recommend that schools and nursery's "develop, implement and monitor a specially tailored policy to ensure people are protected as much as possible". This is particularly important when engaging in nursery based activities such as sports days, outdoor PE lessons, outdoor excursions, where the potential for sunburn is higher. Although fair-skinned people have a higher risk of sun damage, sun care is relevant to everyone.

Developing a sun protection policy is an important step towards encouraging good health now and in the future.

# Camera, Mobile Phone and Recording Device Use Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Camera, Mobile Phone and Recording Device Use Policy**

### **Purpose of Policy**

At KingsWellies Nursery we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings (including CCTV) taken of children in our nursery are only done with prior written permission from each child's parent. We obtain this when each child is registered and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and the local press; and for security in relation to CCTV. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey.

### **Who is responsible for the implementation of this Policy?**

The Nursery Manager and Room Supervisors are responsible for the implementation of this policy and procedures.

### **How will this policy be implemented?**

If a parent is not happy about one or more of these uses we will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take photographs or recordings of a child on their own cameras, mobiles or other devices and may only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parent's wishes are met.

Parents are not permitted to use any recording device or camera (including those on mobile phones) on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

Cameras are available within the KingsWellies Nursery and these cameras will be the only ones which are used when taking photographs of children.

Development of photographs will be dealt with by a reputable company or in the case of digital photography, developed and printed using the computers at KingsWellies Nursery.

Only a member of staff or another child will take photographs.

Photographs will not be available for parents or staff to take home.

Photographs will only be available for viewing in the confines of the nursery or for publicity purposes.

The use of camera phones is not permitted by staff or children at KingsWellies Nursery, unless agreed in advance with the Nursery Director.

### **KingsWellies Nursery Rules on the Use of Personal Phones Whilst at Work:**

The Nursery accepts that employees will bring their mobile phones to work.

As a general rule, employees are not permitted to make or receive calls / texts during working hours as this inevitably impacts on work time.

Staff should ensure that mobile phones are left in their bags / staff room and turned off or on silent at all times. In the event that an employee has a particular emergency / reason for a specified call, which is outwith their break / lunch times, then they may request via their Supervisor that they make or receive a call from the nursery phone.

If staff are witnessed using their mobile phones, whilst in the playrooms, kitchen, general nursery areas; this could lead to disciplinary action.

**Staff are not permitted to use recording equipment on their mobile phones  
AT ANY TIME. For example: to take photographs or videos of nursery children.**

# Toilet Use and Nappy Changing Policy

<b>Published</b>	October 2014 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Annually



## Toilet Use and Nappy Changing Policy

### Principles and Purpose

The aim is to provide good care and hygiene for the children to prevent the risk of infection. Throughout the nappy changing process, all children will be treated respectfully at all times. A member of staff will explain to the child that it is time for their nappy to be changed (regardless of age). This will avoid confusion and will allow our children to have an understanding of what is happening. All staff must ensure that our children have dignity and privacy during nappy changing.

All KingsWellies staff will be aware of the **Toilet, Potty and Nappy Changing Procedures as advised by Health Protection Scotland in Infection Prevention and Control in Childcare Settings (September 2015)**. These guidelines will be displayed in each nappy changing area and will be followed on a consistent basis by all staff. These guidelines will also be used as an ongoing audit tool when monitoring the practice of staff.

### Main points for consideration:

- Our toilet / nappy policy will be discussed with each family as their child starts at KingsWellies Nursery to ensure we are familiar with the child's needs. This will be as part of the Individual Child Care Plan and will be updated on a three monthly basis.
- Children will be shown the toilet areas before they actually need to use them, to help promote confidence and familiarity in a new environment.
- KingsWellies Nursery staff will remind our older children to use the toilet and will change nappies / pull-ups when necessary. We will support our younger children in potty training through full consultation and liaison with our parents.
- We will keep parents updated with their child's progress as appropriate and on a daily and informal basis.
- **The toilet door in our Baby Changing Room (0-18 month area) MUST be kept open at all times whilst staff are changing nappies.** The door should only be closed if a child is using the WC. All staff should use the sanitiser hand wipes before touching the door which leads to the WHB. Staff should then wash their hands thoroughly using the WHB provided within the toilet cubicle. This will ensure that the spread of infection is kept to a minimum.
- In the event of clothing being soiled, we will change the child and ensure that they are clean and comfortable. Parents are asked to provide their own child with a set of clean, basic clothing to be used in the case of an accident. These clothes will only be used for that child.
- The nursery will keep additional clothing items (for emergency use only) but parents are asked to return these immediately in a clean state.
- For children in our 3-5 age range who are using nappies / pull-ups, parents must provide adequate supplies including creams for use during each session. These items will only be used for that child.
- KingsWellies Nursery will provide sensitive baby wipes for use as necessary.
- We will use appropriate changing mats / units to change our children in a secluded toilet / changing area.
- All nappy changing units will conform to safety standards and health and safety regulations.
- We will provide steps up to the unit depending on the age of the child.
- We maintain each child's privacy and dignity.
- Staff will wear protective gloves and apron when changing nappies / pull-ups. These will be disposed of after each use.
- All nappy and clothing changes will be recorded and parents / carers will be kept fully informed on a daily basis.
- Only staff who have been successfully processed through our recruitment, reference and Enhanced PVG Disclosure process, will be authorised to assist the children in the toilet or changing area.
- All children will be encouraged to adopt good personal hygiene by washing their hands properly and thoroughly after nappy changing. KingsWellies Nursery will provide visual reminders to show good hand washing practice and will make hand-washing fun!
- As part of our ongoing Health and Wellbeing curriculum, activities and routines will also include reminders about the need for good personal hygiene.

- Changing mats / areas will be washed thoroughly after each use.
- All nappies will be disposed of appropriately in conjunction with our Waste Management Policy and Procedures. All will be securely wrapped and disposed of in the on-site refuse.

### **Children in the 3-5 year age range**

KingsWellies Nursery recognises that, while we would encourage our older children to be independent in their toileting, not all children will be capable of this by the time they commence their pre-school education.

To ensure that children are fully supported and are not prevented from moving in to the pre-school playroom, KingsWellies Nursery offers various solutions:

- We aim to provide the opportunity for all children to use the toilet independently and to provide assistance for children who require it.
- Where children are in pull-ups, we will remind them at frequent intervals to use the toilet. If a child is in nappies, these will be changed as necessary. All used nappies / pull-ups will be disposed of in the on-site refuse, securely wrapped.
- We will work in full cooperation with parents to help your child to overcome this difficult skill.

### **Summary**

Provision of appropriate nappy changing / personal care facilities is essential for the health and wellbeing of all children and the health and safety of staff. All staff will be made aware of this Policy and will be expected to implement it at all times.

### **Final Word**

At KingsWellies, we will always strive to make the child's experience of nappy changing a good one by interacting with the child, asking questions, singing songs, playing games and chatting to them. We see this as an ideal time to spend one to one time with our children



## KingsWellies Nursery – Toilet, potty and nappy changing procedure

### Safe nappy-changing

What you need	<ul style="list-style-type: none"> <li>• A clean waterproof changing mat (do not use if torn or broken).</li> <li>• A clean nappy (disposable or non-disposable).</li> <li>• Warm water and soap or disposable wipes.</li> <li>• The child's own tub or tube of barrier cream. Do not use shared tubs or tubes of barrier cream.</li> <li>• A plastic bag (or nappy sack) for the used nappy.</li> <li>• PPE for staff – a single-use disposable plastic apron and disposable gloves (on both hands).</li> <li>• Waste bin for disposal of disposable nappies or other container, if required, for re-usable nappies.</li> </ul>
How you do it	<ul style="list-style-type: none"> <li>• Put on PPE</li> </ul> <p>Disposable nappy</p> <ul style="list-style-type: none"> <li>• Remove the nappy.</li> <li>• Put the used nappy in a plastic bag, tie the bag and put it in a lined bin for used nappies.</li> </ul> <p>Reusable nappies</p> <ul style="list-style-type: none"> <li>• Put the disposable nappy liner and soiling into the toilet.</li> <li>• Do not rinse the nappy before putting it in the bag.</li> <li>• Tie the bag and label with child's name.</li> <li>• Put the bag in a sealed container meant for that purpose, where it can be securely left for collection by the child's parent/guardian.</li> <li>• Soiled clothing should be tied in a bag and stored in the soiled clothing box. Parents should be given this at collection.</li> <li>• Soiled vests should be removed by unfolding the neck openings and pulling down over lower body.</li> </ul> <p>Cleaning and re-dressing the child</p> <ul style="list-style-type: none"> <li>• Gently clean the child's bottom using warm soapy water or disposable wipes (rinse any soap away).</li> <li>• Dry the skin gently but thoroughly.</li> <li>• Check for nappy rash – if the child has a rash, tell their parent or guardian at the end of the day.</li> <li>• Dispose of gloves and put on a clean pair if cream is applied.</li> <li>• Apply the baby's own barrier cream remove and dispose of gloves.</li> <li>• Put on clean nappy.</li> <li>• Dress the child.</li> <li>• Wash child's hands.</li> <li>• Take the child back to the play area.</li> <li>• Clean the baby-changing mat with detergent and water (if body fluids present wear PPE).</li> <li>• Wash your hands.</li> <li>• PPE should be changed if they become visibly soiled before completing the task.</li> </ul>

### Using potties

What you need	<ul style="list-style-type: none"><li>• A clean potty, a separate sink for cleaning the potty where available. If unavailable the sink must be disinfected after use.</li><li>• A wash hand basin for washing your hands.</li></ul>
How you do it	<ul style="list-style-type: none"><li>• After the child has used the potty, put on PPE and put contents of the potty into a toilet.</li><li>• Remove residue with toilet roll and flush down the toilet.</li><li>• Clean the potty with detergent and water or paper towels with general-purpose detergent and hand-hot water.</li><li>• Dry with paper towels (or kitchen roll).</li><li>• Remove PPE, then wash hands, then help the child to wash their hands.</li><li>• Put potty in a clean, dry area – do not store potties one inside the other.</li></ul>

### Using toilets

What you need	<ul style="list-style-type: none"><li>• A clean toilet and a hand wash basin.</li></ul>
How you do it	<ul style="list-style-type: none"><li>• Always inspect toilet area (including toilet seats) before used, and during the day to make sure visibly clean.</li><li>• If needed, help children use the toilet and wash and dry their hands afterwards. Wash your hands after helping the child use the toilet.</li></ul>

# Data Protection and Confidentiality Policy

Published	June 2018 (V1)
Revised	Annually



# **Data Protection and Confidentiality**

At KingsWellies Nursery we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in locked cabinets in line with data protection registration and any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR).

## **Legal requirements**

- We follow the legal requirements set out in the Health and Social Care Standards and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and the Freedom of Information (Scotland) Act 2002 with regard to the storage of data and access to it.

## **Procedures**

It is our intention to respect the privacy of children and their families and we do so by:

- Storing confidential records in a locked filing cabinet
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions

- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

### **General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance**

In order to meet our requirements under GDPR we will also undertake the following:

1. We will ensure our terms & conditions, privacy and consent notices are easily accessed/made available in accurate and easy to understand language
2. Everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).

### **Staff and volunteer information**

- All information and records relating to staff will be kept confidentially in a locked cabinet
- Individual staff may request to see their own personnel file at any time.

# Separated Family Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Separated Family Policy**

At KingsWellies Nursery we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support all parties within the nursery including our staff team.

### **Parental responsibility**

While the law does not define in detail what parental responsibility is, the following list sets out some of the key features of someone holding parental responsibility. These include:

- Providing a home for the child
- Having contact with and living with the child
- Protecting and maintaining the child
- Disciplining the child
- Choosing and providing for the child's education
- Determining the religion of the child
- Agreeing to the child's medical treatment
- Naming the child and agreeing to any change of the child's name
- Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise
- Being responsible for the child's property
- Appointing a guardian for the child, if necessary
- Allowing confidential information about the child to be disclosed.

### **Scotland**

A father has parental responsibility if he is married to the mother when the child is conceived, or any time after that date. An unmarried father has parental responsibility if he is named on the child's birth certificate (from 4 May 2006). Alternatively, unmarried fathers can also be named following a re-registration of the birth.

### **Nursery registration**

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

**We will:**

- Ensure the child's welfare is paramount at all times they are in the nursery
- Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility
- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.

**We ask parents to:**

- Provide us with all information relating to parental responsibilities, Court Orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key worker away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.



# Multiple Birth Families Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# Multiple Birth Families Policy

At KingsWellies Nursery we aim to ensure that all families are included and supported fully, no matter how big or small. There are more and more multiple births occurring in the UK, twins, triplets and even more. As a nursery we accommodate all families and work together with parents to ensure all children are treated as individuals and supported to make the best progress they can.

Twins, triplets and other multiple birth children will have unique relationships with their sibling, different to any other relationship in the nursery so we will take this into consideration with all aspects of care and early learning.

To this end we will:

- Acknowledge multiple birth relationship as special and to be celebrated as well as enabling children to develop as individuals
- Explore each child's preferences, interests, needs and starting point
- Complete separate forms for each child to discover their routines (where age appropriate), specific requirements, dietary needs etc.
- Recognise each child and call them by name. Differences will be recognised and tuned into to enable each child to be seen as an individual
- Create "all about me" books for each child, including photos and special features
- Recognise and celebrate all individual achievements
- Report back on each child separately at the end of the day to the parents
- Consider separation if this is beneficial for their development. Parents, and where appropriate the children, will be involved in the decision for when, where and how this may occur (e.g. focused activities, outdoor play)
- Arrange parental consultations for each child. Each child will be compared against the peer group or against typical developmental benchmarks not compared to their sibling. Each child will receive the same time during the consultation as any other child in the setting
- Not expect each child to behave in the same manner, excel in the same areas or enjoy the same activities. If one child is not achieving at the expected rate then we would investigate the reasons why
- Ensure all staff are able to identify each child and know their name.

# Security, Supervision & Missing, Absent & Lost Person Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Annually



## **Security Policy and Procedures**

The purpose of this policy is to ensure that only authorised persons have access to KingsWellies Nursery whilst in operation. This Policy is in order to protect the safety of children and staff in line with health and safety guidelines and procedures.

### **Who is responsible?**

The Nursery Director has a responsibility to ensure that an appropriate security system is in place within the Nursery. All members of staff have a responsibility to ensure that the security system is operational and is used at all times.

All members of staff have a responsibility to ensure that they are vigilant at all times in ensuring that access is ONLY granted to authorised persons.

### **How will the policy be implemented?**

#### **Parents collecting children and visitors:**

- The door to the premises is kept locked at all times. A digital entry system is in place whereby parents and carers can gain access to KingsWellies Nursery through a CCTV camera system with a secure code.
- All parents/carers have been provided with the secure code for KingsWellies Nursery. All parents/carers have been asked to sign and date a disclaimer that they will not divulge this code to anyone else at any time outwith the nursery. The security door code will be changed at least every quarter to enable heightened security.
- Only authorised people listed on the child's registration documents will be allowed to collect children from KingsWellies Nursery. These people must be over the age of 16 years old.
- Where a person who is not listed on the registration documents, tries to collect a child, the primary carer for the child will be contacted immediately. Only if the parent/carer provides authorisation and if the person has photographic ID, will the child be permitted to leave the nursery with that person.
- If the member of staff cannot contact the parent, then they will contact the emergency contact. The child will NOT be permitted to leave the nursery without full authorisation from the parent/carer.
- If the parent gives verbal authorisation that the person is allowed to collect the child, the member of staff must request that this is confirmed in writing to be given to the nursery as soon as possible. The person MUST always provide photographic identification.
- If anyone, other than those collecting children, requires access to the setting, their visit must be pre-arranged with the Nursery Manager and they must carry identification highlighting the organisation they represent.
- All visitors will be asked to sign in and out of KingsWellies Nursery. The only exception to this rule will be for SCSWIS officers when carrying out inspections. Due to the nature of the inspections they are not required to give notice when they are visiting the setting. However, on arrival they should sign in and show identification, they will then be escorted by a member of staff to the Nursery Director / Manager. It should be noted that visitors should at no point have unsupervised access to the children.
- All members of staff, when answering the door to any visitor, other than those collecting children, must ask for identification and a clear explanation for their visit. The visitor must only be admitted to enter, if and when staff are satisfied with the information provided.
- Visitors must be escorted off the premises by a member of staff. They will be asked to sign out when leaving the premises.
- Any person found on the premises without authorisation should be approached and asked for identification. If they cannot provide satisfactory identification or a reason for being on the premises, they will be politely asked to leave and will be escorted by a member of staff from the premises. If the person refuses to leave when asked, the member of staff should request assistance and the police may be called.

- Any incidences of unauthorised persons being on the premises must be reported to the Nursery Director / Manager and be recorded as an incident on the appropriate form.

### **Members of Staff**

All members of staff at KingsWellies Nursery are screened thoroughly by management before commencing employment. This screening includes:

- Application for employment
- Interview
- 2 references are sought, at least one from a previous employer
- PVG Enhanced Disclosure Scotland check

### **Children**

Upon entry to KingsWellies Nursery, all children are registered and are not permitted to leave the premises until they have been collected by an authorised adult. Children must inform a member of staff if they are leaving the room and state where they are going.

- Children are not permitted to open outside doors.
- All children must be signed out of the building on collection.

## **Missing / Absent and Lost Persons Policy and Procedures**

### **Purpose of Policy**

To ensure that where a child does not arrive at KingsWellies Nursery, or goes missing during the course of a session, appropriate action is taken to locate the child and the relevant people are notified.

### **Who is responsible?**

All members of staff have a responsibility to ensure the safety and security of the children in the setting. It is the responsibility of the Nursery Manager to ensure that staff have accurate information regarding who is attending the setting on any given day. It is the responsibility of the Nursery Manager to ensure that all children on the register are accounted for.

### **How will the policy be implemented?**

#### **Lost / Missing Child**

- Should a child go missing from the setting during an outing, the following steps will be followed:
- The member of staff who notices the absence will inform all other members of staff.
- A member of staff will check with the other staff and the children when and where the child was last seen.
- A search of the immediate area will be carried out including informing any on-site members of staff at the venue, that the child has gone missing and enlisting their help. The member of staff will pay careful attention to play areas, toilets etc when searching for the child.
- If the child has not been located within 10 minutes, the member of staff will contact the police and the child's parents or carers.
- A record of this incident must be made in the incident log and where the police have been contacted, the Nursery Director / Manager must also inform the Care Inspectorate Officer for the setting.

#### **Repeated Absences by a Child**

Nursery staff will contact the parent of any child who has not turned up to nursery (without prior notification) by **10.30am** to discuss their whereabouts and reason for absence. This is to ensure the health, safety and protection of the child.

If it is determined that a child has repeated absences from the setting without the prior acceptable notification by the parent, KingsWellies Nursery has a responsibility to ensure that the welfare of the child is upheld.

KingsWellies staff have a responsibility to liaise with other agencies including education, social work and health to ensure that the child is receiving the support that the family requires. In some circumstances there may be child protection concerns that arise and in these circumstances the child protection policy and procedure must be followed.

Where a child is repeatedly absent from the setting, then the Nursery Manager has a responsibility to ensure that the child is safe and should contact the child's parents / carers in order to establish the child's welfare. In the event that there is a concern over the child, the child protection policy and procedures will be followed.

## **Supervision of All Children**

At Kingswellies Nursery we aim to protect and support the welfare of the children in our care at all times. The nursery Director / Manager is responsible for all staff, students and relief staff receiving information on health and safety policies and procedures in the nursery in order to supervise the children in their care suitably.

### **Supervision**

We ensure that children are supervised adequately at all times, whether children are in or out of the building; they must be supervised at all times:

- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff. Monitoring staff deployment across the setting regularly to ensure children's needs are met
- Ensuring children are fully supervised at all times when using water play/paddling pools as we are aware that children can drown in only a few centimetres of water
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs, including having one member of staff supervising large outdoor play equipment at all times. Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors
- Supervising children at all times when eating; monitoring toddlers and babies closely and never leaving babies alone with a bottle. Babies are always bottle fed by a member of staff
- Supervising sleeping babies/children and never leaving them unattended
- Never leaving babies/children unattended during nappy changing times
- Supervising children carefully when using scissors or tools including using knives in cooking activities
- Increasing staff: child ratios during outings to ensure supervision and safety (please refer to the Outings policy)
- Strictly following any safety guidelines given by other organisations or companies relating to the hire of equipment or services e.g. hire of a bouncy castle. A member of staff **MUST** supervise the children at all times.

### **Supervision of Visitors**

At Kingswellies Nursery we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Care Inspectorate inspectors or colleagues attending in a professional capacity such as speech and language therapists. Visitors are informed of any relevant policies including the fire evacuation procedure and mobile phone policy.

All visitors are given and should wear a visitor's badge to identify themselves to staff and parents within the nursery. A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

### **Security**

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery

- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.



# Staff Working With Their Own Children Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



### **Staff working with their own children / close relation - Policy**

At KingWellies Nursery we understand the potential stresses of staff returning to work after having a baby or working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the nursery manager and room leader, where appropriate, to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same regard. It is generally not appropriate for staff to care for their own children or those of a close relative whilst working in the nursery.

However, we recognise that this may not always be possible. We will also try to accommodate the wishes of any staff member with a child or close relative in the nursery and come to an agreement which suits us all. This agreement is based on the following principles:

- Where staff work in the same room as their child or close relation, there is an agreed set of guidelines between the nursery and the member of staff setting out the expectations of working with their child/close relation. These include a clear statement that during their time at nursery the child is in the care of the nursery and it is the nursery that retains responsibility for the child and their care
- Where this agreement is not working or is impacting on the care of the child or other children in the room, the manager and member of staff will reassess the situation
- Staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the nursery.

Where the care of the children in the room is impacted upon because of the staff's relationship with their child or close relation:

- It will be the staff member that moves rooms, not the child. This will enable the child to be in the appropriate age/stage group and forge consistent relationships with other children in this group
- Staff will be required to adhere to guidelines about contact with their child during the nursery day. Although we do not want to restrict a parent seeing their child, we must consider the room routine and the upset a visit may cause the child when their parent leaves the room again. This will be agreed by the member of staff, manager and the room leader in order to cause as little upset as possible to all children involved
- If there are staff shortages resulting in the movement of staff, the staff member will be placed in a different room to that of their child or close relation wherever possible
- Where a staff member's baby requires breastfeeding, the nursery will adapt the above guidelines to suit both the baby's and mother's needs. Cover will be provided during this time.

# Nutrition and Mealtimes Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Nutrition and Mealtimes Policy**

KingsWellies Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- We will ensure that the good practice guidelines within “Setting the Table” will be used to plan all menus. All staff will receive ongoing training in the importance of fully implementing “Setting the Table.” This national documentation will be shared with parents also.
- Mothers wishing to continue breastfeeding their child, will be supported to do so by staff.
- We will work with parents to provide appropriate food items for babies in our care. We will offer suitable foods for the introduction of solid food for babies.
- A balanced and healthy breakfast, midday meal, and two daily snacks are provided for children attending a full day at the nursery. Snack Menus are displayed for children and parents to view and to consult upon.
- Menus are planned in advance, rotated four weekly and reflect cultural diversity and variation. They provide children with a varied and healthy diet. These are displayed for children and parents to view and are also on our website.
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Menus include servings of fresh fruit and vegetables per day. Children will have access to bread or fruit if they are hungry throughout the day.
- Parents and children are involved in menu planning.
- Fresh drinking water is always available and accessible throughout the day. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated.
- Milk will be offered at morning and afternoon snacks and this will be full-fat. Water will also be offered.
- All dairy products will be full-fat.
- Individual dietary requirements are respected. We gather information from parents regarding their children’s dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child.
- All children will have suitable food made available to them. In some cases, parents of children on special diets may be asked to provide the food themselves but this will be discussed in full consultation between staff and parent.
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods.
- Staff show sensitivity in providing for children’s diets and allergies. They do not use a child’s diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy.
- Staff set a good example and eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged.
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff support children to make healthy choices and understand the need for healthy eating.

- We provide foods from the diets of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits are respected.
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a helping of dessert.
- Children who do not eat the food will be offered an acceptable alternative eg a sandwich, plain crackers, cheese, fruit, vegetables and milk-based deserts.
- Children not on special diets are encouraged to eat a small piece of everything.
- Children who refuse to eat at the mealtime are offered food later in the day.
- Children are given time to eat at their own pace and not rushed.
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children. Children will be allowed to have second helpings at lunchtime and of fruit and milk-based deserts.
- We promote positive attitudes to healthy eating through play opportunities and discussions.
- The nursery provides parents with daily written records of feeding routines for all children under 3 years old. The parents of children aged between 3-5 years old are provided with daily oral feedback. Parents will be advised if their child is not eating well.
- No child is ever left alone when eating/drinking to minimise the risk of choking.
- Withholding food will NEVER be used as a form of punishment.
- We ensure that all food brought in from parents meets health and safety requirements. Advice will be given to parents about suitable foods to bring from home.
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years.

### **Setting the Table - NHS Nutritional Guidelines and Food Standards for Early Years Childcare Providers in Scotland**

All staff at KingsWellies Nursery will use the guidance set out in the Setting the Table document when providing meals, snacks and drinks for the children at KingsWellies Nursery. Staff are trained in the guidance within this document.

### **Snack and Breakfast Preparation**

KingsWellies Nursery staff will find this document useful when risk assessing the preparation and serving of breakfast and snack in KingsWellies Nursery. It also contains information about the procedures to be followed when preparing and serving hot food.

**All permanent and temporary staff and students, must be aware of the contents of these documents before preparing and serving snack or breakfast in KingsWellies Nursery.**

In KingsWellies Nursery, we serve mostly low-risk, tooth-friendly foods to the children at snack time and during breakfast:

These would include:

- Plain biscuits (digestive, rich tea)
- Crackers, oatcakes
- Scones, pancakes
- Bread, breadsticks, toast
- Cereal
- Cheese
- Dips
- Yoghurt, fromage frais

- Fresh fruit and vegetables
- Milk
- Water

Although most of the food falls into the “low risk” category, there may be times when as part of the nursery curriculum, it is appropriate to involve the children in preparing and consuming certain “high risk” foods. These may include for example soup (made from their allotment vegetables) or other topical snacks. These foods must be stored, prepared and served in accordance with the guidelines given in sections of the Food Hygiene Policy. A temperature probe and anti-bacterial wipes have been purchased for use in the Nursery at all times.

Foods served to the children at snack time and during breakfast are purchased by nursery staff from local suppliers.

**Each week, when putting away the nursery shopping, please do the following:**

- Check that packaging is intact and the best before / use by dates are valid for the week.
- Check the store cupboards and fridge for out of date foods and dispose of these immediately
- Never serve any foods whose best before / use by dates have expired.
- Ensure that food items are stored appropriately. For example, cheese, yoghurts and dips are in the fridge and biscuits are kept in airtight containers at room temperature.
- Clean the fridge and fruit storage boxes on a weekly basis.
- Each day, please check the temperature of the fridge and record this on the appropriate sheet which should be clearly displayed in the nursery.

**A generic risk assessment form must be completed for the preparation and serving of snack and breakfast. This would take into account the following headings:**

Sourcing of supplies	Storage – hot or cold (at temperatures)
Delivery	Food handling / serving
Storage	Cleaning of work areas
Preparation and processing	Waste disposal
Packaging	

### **Preparing and Serving Snack and Breakfast**

**Refer to the list of children with allergies and dietary restrictions who may not be able to have certain foods.**

**Remember, safety and hygiene always come first.**

- Staff and any children who are helping, must wash their hands thoroughly with antibacterial liquid soap and water.
- Refer to “Food Hygiene Policy” for requirements regarding jewellery and long hair.
- Staff must wear an apron when preparing and serving snack and breakfast.
- Prepare snack and breakfast by cutting washed fruit into halves or quarters as appropriate. Knives and chopping boards should be put into dishwasher after use.
- Ensure that hot foods e.g. soup are heated to the correct temperature before serving.
- Unwrapped biscuits should be put onto serving plates using tongs or plastic gloves.
- When ready to serve, helpers put out cups and plates.
- Fill water jug and milk jug.
- Children come to enjoy snack and breakfast in small groups.

**The following routine should be followed when children come for snack or breakfast:**

- Wash hands using antibacterial liquid soap.
- Put snack card in box.
- Collect plate and cup and find seat at the table.
- Encourage good manners; “please”, “thank you” and “excuse me” as appropriate. Also encourage independence, for example, pouring own milk / water, spreading butter etc.
- When finished, push in chair and place dirty dishes in box.

After snack, load dishwasher. All work surfaces should be wiped down with antibacterial spray. Any dishes / utensils washed by hand should be dried using paper rather than cloth towels.

Milk must be stored in the fridge.

Waste food should be disposed of in a separate bin.

The temperature of the fridge should be checked twice a day and the temperature recorded on the appropriate form.

The temperature of hot foods should be checked using the temperature probe. This should be cleaned before and after use with an antibacterial wipe

### **Update to Food Safety Procedures**

#### **Entier Ltd**

**Entier Ltd** will provide all food within the nursery environment i.e. Breakfast, Morning Snack, 2 Course Lunch, Afternoon “Mighty” Snack.

Entier Ltd have full responsibility for all food safety and food handling procedures within KingsWellies. Entier Ltd have full management responsibility for the food operation within KingsWellies Nursery.

#### **KingsWellies Nursery Staff**

**KingsWellies Nursery Staff** will support children when involved in curricular activities involving food preparation e.g. baking, smoothie making etc. They will also serve ready-prepared meals to the children.

All KingsWellies staff will have training in basic food hygiene principles. Food Hygiene Training will be reviewed and provided for all staff every 3 years. Infection Control and Risk assessment training will also be provided for all staff as appropriate.

Good practice will be adhered to at all times by KingsWellies staff when handling and preparing food with the children i.e. appropriate staff: children ratio, hand washing procedures by all staff and children, use of aprons, all food dated and packaged appropriately, etc.

Good practice is detailed as appropriate throughout the attached KingsWellies Nursery Operational Policies and Procedures.

# Accident and Incident Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18





## **Accident and Incident Policy**

### **Purpose of Policy**

The purpose of this policy is to ensure that when an accident or incident occurs in KingsWellies Nursery, appropriate action is taken and accurate information is recorded and communicated.

An accident is classed as an occurrence which has resulted in an injury to one or more persons. An incident is classed as an occurrence which has caused concern and is out with the normal day to day operational running of the nursery.

### **Who is Responsible?**

It is the responsibility of every member of staff to ensure that accidents and incidents are dealt with in a timely manner. It is the responsibility of the Nursery Manager to ensure that all members of staff have knowledge of first aid and that there is at least one member of staff on duty at all times who has a valid first aid certificate. It is also the responsibility of the Nursery Manager to ensure that all staff have awareness of the Accident and Incident Reporting format and of this policy document.

It is the responsibility of the member of staff who has administered the first aid to the child or the child's Key Worker, to write the accident report and ensure that it is signed by the parent or carer as soon as is possible.

All members of staff have a responsibility to ensure that the Nursery Manager is informed when items from the first aid box are used. A system of recording is in place to ensure that the first aid box is restocked on a regular basis.

### **How the Policy is implemented**

When creating the staff rota, the Nursery Manager must ensure that at least 1 member of staff on duty in each room has a valid first aid certificate.

A sign must be displayed on the notice board or information board which states who the first aider on duty is and where the first aid box is situated.

The Nursery First Aid Coordinator will check the first aid box at the beginning of the week to ensure that the box is fully stocked. If there are any items that need to be ordered this should be done as soon as possible.

The Nursery Manager is responsible for making sure that all medical information and emergency contact details on each child's registration documents are up to date and accurate.

When an accident occurs, it is the responsibility of the first aider on duty to determine whether the injury can be dealt with within the nursery setting or if medical assistance is required.

### **Minor Injuries**

If the injury is minor and does not require medical assistance, the first aider should address the injury and complete an accident record. This record will be signed by the first aider and by the parent or carer of the child.

If the injury is minor but requires medical assistance, the first aider will call a taxi and take the child to the nearest health centre. The child's medical information and registration forms should be taken with them. A member of staff at the nursery setting should contact the parent or carer to inform them of the accident and the actions that have been taken. Upon returning to the setting the first aider should complete the accident report and have it ready for the parent to sign as a matter of priority.

### **Serious Accidents and Injuries**

If the injury is serious and hospital treatment is required, a member of staff should call an ambulance immediately. A member of senior staff should accompany the child to the hospital. The child's registration form containing medical information and individual care plan should also accompany them to the hospital.

A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the accident and what hospital the child has been taken to.

### **Recording Accidents**

All accidents and injuries, however minor must be recorded in an accident form. Each child has their own care plan where the Accident Form will be filed and parents have access to their child's records. The accident record should include the following:

- Name of the child
- Date and time of accident
- How the accident occurred
- The extent of the injury
- What treatment, if any was given

The child's parent or carer must sign the accident record and any incidents which required hospital treatment will be reported to the Nursery setting's Care Inspector immediately.

### **Recording Incidents**

All Incidents involving a child must also be recorded on the appropriate Accident and Incident Reporting Form and must be signed by a parent. All Incident forms will also be filed in each child's individual care plan as appropriate.

Any serious incidents must also be notified to the Care Inspectorate immediately.

# Bereavement Policy

<b>Published</b>	June 2018 (V1)
<b>Revised</b>	Annually



# Bereavement

At KingsWellies Nursery we recognise that children and their families may experience grief and loss of close family members or friends or their family pets whilst with us in the nursery. We understand that this is not only a difficult time for families but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person/pet is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and family preferences:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand any potential changes in behaviour of a child who may be grieving themselves
- The key worker and/or the manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation
- The child may need extra support or one-to-one care during this difficult time. We will adapt our staffing arrangements so the child is fully supported by the most appropriate member of staff on duty, where possible the child's key worker
- We will be flexible as possible to adapt the sessions the child and family may need during this time.

We will adapt the above procedure as appropriate when a family pet dies to help the child to understand their loss and support their emotions through this time.

We also recognise that there may also be rare occasions when the nursery team is affected by a death of a child or member of staff. This will be a difficult time for the staff team, children and families. Below are some agencies that may be able to offer further support and counselling if this occurs.

**The Samaritans:** [www.samaritans.org](http://www.samaritans.org) 116 123

**Priory:** [www.priorygroup.com](http://www.priorygroup.com) 0800 691 1481

**Child Bereavement UK:** [www.childbereavementuk.org](http://www.childbereavementuk.org) 01494 568 900

**Cruse Bereavement Care:** 0844 477 9400 [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

**British Association of Counselling:** [www.bacp.co.uk](http://www.bacp.co.uk) 01455 883 300

**Stillbirth and Neonatal Death (SANDS):** [www.sands.org.uk](http://www.sands.org.uk)

# Allergies and Allergic Reactions Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Allergies and Allergic Reactions Policy**

At KingsWellies Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

### **Our procedures**

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form and in their individual care plan which is updated every three months
- We share all information with all staff and keep an allergy register in each playroom and in each kitchen
- Where a child has a known allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and share this assessment with all staff
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery catering assistant and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating will be monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, if appropriate. We will inform parents and record the information in the Care Plan straight away.
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.
- In line with FSA advice, we display allergens on our snack and lunch menus. These are outside each room and on our parent noticeboards.

### **Transporting children to hospital procedures**

The nursery manager/staff member must:

- Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication, care plan and the child's comforter.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

## **Update to Food Safety Procedures**

### **Entier Ltd**

**Entier Ltd** will provide all food within the nursery environment i.e. Breakfast, Morning Snack, 2 Course Lunch, Afternoon "Mighty" Snack.

Entier Ltd have full responsibility for all food safety and food handling procedures within KingsWellies. Entier Ltd have full management responsibility for the food operation within KingsWellies Nursery.

### **KingsWellies Nursery Staff**

**KingsWellies Nursery Staff** will support children when involved in curricular activities involving food preparation e.g. baking, smoothie making etc. They will also serve ready-prepared meals to the children.

All KingsWellies staff will have training in basic food hygiene principles. Food Hygiene Training will be reviewed and provided for all staff every 3 years. Infection Control and Risk assessment training will also be provided for all staff as appropriate'.

Good practice will be adhered to at all times by KingsWellies staff when handling and preparing food with the children i.e. appropriate staff: children ratio, hand washing procedures by all staff and children, use of aprons, all food dated and packaged appropriately, etc.

Good practice is detailed as appropriate throughout the attached KingsWellies Nursery Operational Policies and Procedures.

# Arrivals and Departures Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18





## **Arrivals and Departures Policy**

At KingsWellies Nursery we give a warm welcome to every child and family on their arrival.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key worker). The staff member receiving the child immediately checks that his/her arrival has been recorded by the parent/carer on the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home.

If the parent requests the child to be given medicine during the day the staff member must ensure that the medication administration form is completed and the Administration of Medication policy and procedure is followed.

If the child is to be collected someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification is also always required for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

The child's key worker or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number. On departure, the staff member releasing the child must mark the child register immediately to show that the child has left the premises.

### **Late Collection or No Collection**

If a child has not been collected from the nursery after a reasonable amount of time (30 minutes) has been allowed for lateness, we will initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times the nursery will plan to meet required staff ratios
- If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team

- The nursery will inform the Care Inspectorate as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £10 per hour will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

### **Arrivals and departures of visitors**

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book.

# Children with Special Dietary Requirements Policy

<b>Published</b>	March 2015 (V1)
<b>Revised</b>	Session 2017/18



## **Children with Special Dietary Requirements Policy**

KingsWellies Nursery may at any time have a child with a support need that requires a special / modified diet as part of the management of that condition. These guidelines clarify rights and responsibilities relating to the provision of meals for children who need to follow a particular diet for health / safety reasons.

Some children have very specific and exceptional dietary and feeding needs. Specific requirements may be included in individual health care plans to help identify the necessary safety measures to support pupils.

### **Support for Children with Special Dietary Requirements**

Parents / Carers have prime responsibility for their child's health and should provide the nursery with information about their child's medical condition.

Children may have had contact with dieticians / speech and language therapists / Paediatric Nurse Specialists from NHS Grampian who can provide more specific information, provided parents have agreed to this approach being made.

### **Section 1 - Introduction**

There is a well established link between good nutrition and high attainment.

The Scottish Executive (November 2002) made recommendations for schools to provide attractive, nutritionally balanced meals for all children; in their vision 'Hungry for Success – a whole school approach to school meals in Scotland'. This also aims to increase general uptake, eliminate stigma to taking free school meals, and provide an environment that is welcoming and comfortable.

Nutrition standards are described in the Health Promotion and Nutrition (Scotland) Act 2007

'Hungry for Success' recommends development of a policy to cater for supporting children with special dietary requirements.

### **Purpose of the Policy**

This policy has been written to inform KingsWellies Nursery staff, parents and stakeholders of the procedure for managing special dietary requirements and to put in place effective management systems to support individual children requiring medically prescribed diets.

Copies of forms are provided as part of this policy and can be photocopied for use by nursery staff and parents.

This policy does not affect other aspects of food provision controlled by separate policies or legal requirements. KingsWellies Nursery recognises these separate duties, and has measures in place to fulfil them.

### **Children with special dietary requirements**

Some children have very specific and exceptional dietary and feeding needs. Specific requirements may be included in individual health care plans to help identify the necessary safety measures to support children.

**Principles:**

<b>Whole nursery approach</b>	<b>Social inclusion</b>
<ul style="list-style-type: none"> <li>Children with special dietary needs should be offered a suitable, nutritionally balanced menu and appropriate ingredients / recipes to ensure inclusion in curricular activities</li> <li>Staff should aim to increase the range of foods eaten by children with selective eating habits</li> <li>Provision of special diets should be balanced by the need to maintain quality and variety for all other children (those without special dietary needs)</li> <li>Management of special diets must be realistic for nursery and catering support staff.</li> </ul>	<ul style="list-style-type: none"> <li>Whilst celebrating diversity, children should not be made to 'feel' different. Many alternative menu items may be provided by using modified ingredients, but the similarity of appearance can mask any difference.</li> <li>Children, parents and carers should not be financially disadvantaged by the requirement for a particular diet – some suitable products may be purchased by the nursery catering service</li> <li>A small number of children diagnosed with psychological difficulties with food may not adapt their eating habits as quickly as other children</li> <li>Parents of children on a special diet should be encouraged to seek medical supervision. However, requests for special diets due to food intolerances and allergies will be seriously considered even if without a medical opinion.</li> </ul>

**Section 2 - Roles and Responsibilities****Introduction**

It is important that the responsibility for children's safety is clearly defined and that each person involved with children with special dietary requirements is aware of what is expected of them. Close co-operation between nursery, parents, health professionals and other agencies will help provide a suitably supportive environment for children with special dietary requirements. A positive response to a child's special dietary requirements will not only benefit them, but can also positively influence the attitude of other children

**Special dietary requirements – Roles and Responsibilities**

<b>Person</b>	<b>Responsibility</b>
<b>Nursery Director</b>	<ul style="list-style-type: none"> <li>First point / lead contact for parents, and supply all necessary information to support a request for a special diet</li> <li>Jointly reach agreement with parent / carer and nursery catering service for nursery's role in meeting the special dietary requirement</li> <li>Seek parent's agreement to share information with necessary staff to ensure that playroom activities remain safe for the child</li> <li>Seek advice from the child's doctor, health visitor, nurse, dietician, speech and language therapist, Paediatric nurse Specialist, the Catering Manager where there is concern that the special diet cannot be met safely or appropriately</li> <li>Arrange for parents to discuss practicalities with the cook / catering supervisor</li> <li>Ensure catering staff are provided with a photograph of the child and their requirements to be displayed in the kitchen (discreetly)</li> <li>Ensure appropriate action is taken in the event of an emergency, as defined and agreed in the Child's Protocol and individual care plan</li> <li>Where relevant, ensure the eating environment is Autism friendly (avoiding sensory overload)</li> <li>Provide appropriate area for gastrostomy feeding and food / equipment storage when required</li> </ul>

<b>Parent / Carer</b>	<ul style="list-style-type: none"> <li>• Provide the Nursery Director with sufficient information about their child's medical condition and dietary requirements</li> <li>• Inform the Nursery Director of any changes to needs</li> <li>• Plan with the Nursery Director for nursery related food requirements (other than lunches) e.g. home economics, nursery trips etc</li> <li>• May provide to catering staff some ingredients of low microbiological risk; clearly labelled with name, best before / use by date</li> <li>• Seek appropriate advice and support from medical personnel for the special diet</li> <li>• Reinforce to their own child the need to follow the agreed protocol</li> </ul>
<b>Child</b>	<ul style="list-style-type: none"> <li>• Be aware of own requirements (appropriate to developmental level of child)</li> <li>• Not exchange foods with other children (if food allergy / intolerance)</li> </ul>
<b>Cook / Catering Supervisor</b>	<ul style="list-style-type: none"> <li>• Discuss with parent the needs of the child, and ensure awareness of which ingredients can be provided by the catering service</li> <li>• Keep written and updated records of all children relating to their special dietary requirements</li> <li>• Ensure all catering staff are aware of how to provide the special diet, and ensure information available for relief staff</li> <li>• Ensure that training is available to catering staff on texture / consistency modification</li> <li>• Make reasonable adaptations to standard menus to ensure that selective eaters on the Autistic spectrum are catered for appropriately</li> <li>• Maintain confidentiality (data protection)</li> </ul>
<b>Catering Service</b>	<ul style="list-style-type: none"> <li>• Ensure suitable ingredients are purchased for the nursery menu</li> <li>• Maintain updated information from suppliers regarding ingredients</li> </ul>
<b>Health service, General Practitioner, other health professionals</b>	<ul style="list-style-type: none"> <li>• School Health Service can provide advice on health issues. The main contact is usually the School Nurse or Health Visitor.</li> <li>• A dietician may support and advise catering and parents on provision of special diets, and train support staff in ways of increasing food acceptance</li> <li>• Parents may consent to nursery management contacting their child's doctor / dietician directly about their child's condition</li> <li>• Other health professionals may also be involved (through multi-agency meetings) in the care of children with dietary health care needs in school e.g. Speech and Language Therapists working with a child with swallowing difficulties or with those on modified consistencies, or a Paediatric Specialist Nurse for those with a gastrostomy</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>• Communicate regularly with parents of selective eaters to establish the best approach to encouraging a wider range of food choices</li> <li>• Encourage others to model healthy eating habits for selective eaters</li> </ul>

### **Section 3 - Procedure for Supporting Children with Special Dietary Requirements**

#### **Notification**

Parents should notify their child's Nursery Director that their child has a special dietary requirement, whether he/she:

- a) is a child registering for nursery
- b) is a child moving from another nursery
- c) has a newly diagnosed condition
- d) has an existing condition not previously notified.
- e) there is a change in the child's dietary requirements

#### **Meeting and menu**

A meeting with the parent(s), Nursery Director / appropriate Nursery Staff as required, and catering representatives may be helpful to ensure that the caterers are advised of the specific nature of the dietary requirements and for the child to be made known to the cook. A photograph of the child subject to parental consent could be displayed on the kitchen side of the service area to inform all serving staff. Where this is not possible a risk assessment should be undertaken to ensure children requiring a special diet are correctly identified.

When it is agreed that the needs of the child can be safely met, a personally tailored menu will be issued to the child / parents and caterer. This will indicate to the child / parents and caterer the food choices suitable for the child and those that must be avoided. Parents should liaise with the Unit Supervisor / senior catering staff member to agree local arrangements for communication regarding those days that the child will attend for lunch. Supporting information on the specific requirement will be provided to the cook.

Subsequent tailored menus will be provided as the base menu changes.

### **Section 4 - Special Dietary Requirements**

This guidance provides some general information but it is beyond its scope to provide more detailed medical advice and it is important that the needs of children are assessed on an individual basis.

<b>Special diets</b>	<b>Guidance notes</b>
<b>Diabetes</b>	<ul style="list-style-type: none"><li>• Diabetes is a condition where the person's normal hormonal mechanisms do not control their blood sugar levels. About 1 in 2500 children of school age has diabetes. Children with Type 1 diabetes may need to have daily insulin injections, monitor their blood sugar and to eat regularly. There are an increasing number of children in Scotland with Type 2 diabetes (formerly known as non insulin dependent diabetes); however, the dietary needs of both forms of diabetes are broadly similar.</li><li>• Children with diabetes must be allowed to eat regularly during the day. This may include eating snacks during class-time or prior to exercise. Schools may need to make special arrangements for pupils with diabetes if school has staggered lunchtimes. If a meal or snack is missed, or after strenuous exercise, the pupil may experience a hypoglycaemic episode (a hypo) during which his/her blood sugar levels fall to a level which is too low.</li><li>• Staff in charge of physical education classes or other physical activity sessions should be aware of the need for pupils with diabetes to have glucose tablets or sugary drink to hand. (See Aberdeenshire's guidance Supporting Pupils with Medical Needs).</li><li>• Dietary Management</li><li>• Children will have been taught to assess their insulin requirements to accommodate food consumed at snacks and meals. Meals provided by the School Catering Service will always contain several forms of starchy carbohydrate e.g. bread, potatoes, rice, pasta, potato wedges etc, as well as fruit. Children can request larger portions of these foods as necessary to meet</li></ul>

	<p>requirements e.g. prior to a P.E. session.</p> <ul style="list-style-type: none"> <li>• Foods provided by the School Catering Service are not specifically sugar free. However, parents would be welcome to speak to the cook and see recipes, to support their child in making informed choices.</li> <li>• No special adaptations have been made to the existing school meals menu, as current medical advice indicates that children should be encouraged to eat a “normal” diet.</li> </ul>
<b>Coeliac disease (Gluten free diet)</b>	<ul style="list-style-type: none"> <li>• Coeliac Disease is caused by a reaction to the gluten protein found in some cereals including wheat, barley, and rye and in some cases oats. If a person with coeliac disease eats foods containing gluten, the lining of the bowel is damaged and mal-absorption and growth problems result. The diet is therefore life-long to prevent recurrence of symptoms.</li> <li>• Another condition treated with a gluten-free diet is Dermatitis Herpetiformis.</li> <li>• Gluten is present in a wide range of foods including flour, breakfast cereals, biscuits, pasta and many manufactured foods. Parents sometimes prefer to send their child to school with a packed lunch. However, the School Catering Service can accommodate the requirements of a gluten free diet provided sufficient notice is given.</li> <li>• Should a child inadvertently consume food containing gluten, it is not life threatening. However the pupil may experience a recurrence of the original symptoms.</li> <li>• Pupils requiring a wheat free diet can also be accommodated</li> </ul>
<b>Milk free diet</b>	<ul style="list-style-type: none"> <li>• Some children cannot digest milk and milk products and require a diet that excludes milk. The problem may be due to intolerance to the milk protein casein or a lack of the enzyme lactase resulting in the inability to digest the milk sugar, lactose. The latter is more likely to be a short-term situation whereas intolerance to milk protein is much longer term.</li> <li>• Children require a diet that excludes all milk, cheese, yoghurt and ice cream as well as many manufactured foods that contain milk products.</li> <li>• The School Catering Service can accommodate a milk free diet provided sufficient notice is given.</li> </ul>
<b>Egg free diet</b>	<ul style="list-style-type: none"> <li>• Some children cannot tolerate the proteins in egg. To avoid symptoms they require avoiding all egg and egg containing products. Egg is present in a wide range of foods such as pasta, biscuits and cakes; in addition, egg products are used in many manufactured foods.</li> <li>• The School Catering Service can accommodate an egg free diet provided sufficient notice is given</li> </ul>
<b>Nut free diet</b>	<ul style="list-style-type: none"> <li>• Peanuts, (sometimes referred to as monkey nuts or ground nuts), and all tree nuts are enjoyed safely by most people. For a small number of people an allergic reaction resulting in anaphylaxis/anaphylactic shock (extreme low blood pressure) means that even minute traces of peanut or any tree nut can cause severe allergic reactions.</li> <li>• Doctors may use a grading system to categorise the severity of a child's reaction. For children whose allergy is Grade 2 or worse (on a 0-6 scale, with 6 being the highest risk), a packed lunch and snacks from home are recommended.</li> <li>• No peanuts will be used in the production of meals in any Primary, Special or Secondary Aberdeenshire school. However, some recipes may contain tree nuts or derivatives of tree nuts e.g. coconut milk, desiccated coconut, almond essence, unrefined groundnut oil and some products bearing the warnings “May contain a trace of nuts” or “Prepared in a factory that uses nuts” are used and therefore no “nut free” guarantee can be given.</li> <li>• If the school is informed that a child with a potential anaphylactic reaction attends, then these items can be labelled to highlight the specific potential allergen.</li> <li>• In secondary schools manufactured products may be sold which contain nuts, and should be labelled with warnings.</li> <li>• Children should be encouraged to read food labels prior to consumption of these food items.</li> </ul>



<b>Children with high energy / high fluid requirements</b>	<ul style="list-style-type: none"> <li>• Dietary advice for some conditions such as Cystic Fibrosis or certain renal conditions may require additional calories or fluid to be consumed at meals or snacks or even in the classroom. This may be contrary to much of the healthy eating advice being promoted in school however it should be recognised that diet is part of the long-term treatment for these conditions.</li> </ul>
<b>Children and young people with other additional support needs – Autistic Spectrum Disorder</b>	<ul style="list-style-type: none"> <li>• Children with additional support needs may have particular problems with food and eating. These could be any of the previously mentioned requirements, sensory issues with food (relating to texture, colour, smell, noise in the dining room etc.), and / or be due to oral motor difficulties. Children with Autistic Spectrum Disorders may be highly selective in food choices due to their need for structure and repetition in many aspects of their lives. These children are not being awkward or fussy –snack time and lunchtime can be extremely stressful. Increasing dietary choices can be a very difficult task requiring persistence and patience, and a collaborative and phased approach.</li> <li>• Children with oral motor difficulties may need food consistencies to be modified for safety (Appendix 1)</li> <li>• Children with a gastrostomy will require a specialist procedure and feeds. Their requirements will be met and monitored by trained personnel</li> <li>• As far as possible, eating difficulties should not exclude a child from enjoying school meals / Home Economics lessons. Catering staff can provide meals of the necessary consistency or simply provide additional gravy / sauce or custard for a carer to modify food at the table.</li> <li>• Following consultation with the School and provided necessary criteria are in place, it may be possible for parents / carers to supply food for re-heating by the School Catering Service in order to meet very specific dietary requirements (e.g. for children with an extremely limited diet due to medical and sensory issues).</li> <li>• Some children have difficulty reading or find it difficult to visualise what food will look like. Use of visual images by the school should be available to assist children to make choices independently.</li> </ul>
<b>Eating disorders</b>	<ul style="list-style-type: none"> <li>• Children with eating disorders e.g. Anorexia or Bulimia should be treated with great sensitivity, making provision appropriate to their requirements such as small portions, quiet dining area, and earlier lunch to avoid large numbers eating together etc. Lunchtime assistants may benefit from additional training to support children with special dietary needs.</li> </ul>
<b>Special dietary products</b>	<ul style="list-style-type: none"> <li>• While the School Catering Service will endeavour to meet the needs of children, it will not provide special dietary products e.g. gluten-free pasta or soya milk. Parents should provide these as necessary in liaison with the Unit Supervisor / senior catering staff member.</li> </ul>

## **Section 5 – Religious / Personal Considerations**

This section provides some general advice for children whose dietary requirements arise from religious, cultural or personal beliefs.

### **Religious / Cultural Beliefs**

In most instances appropriate choices within the nursery lunch menu will accommodate the needs of the child. Religious and cultural requirements need to be considered in curricular activities using food ingredients, and suitable alternatives offered. It may be forbidden or undesirable to handle certain foods, and exposure to cooking during times of fasting needs careful consideration.

**Muslim community** - Muslims may only eat meat which is 'halal' (permissible due to the way in which the animal is killed). They do not eat pork or pork products (gelatine). Fish with fins and scales are halal. Separation of forbidden and permissible foods is very important. Muslims may fast during Ramadan.

**Jewish Community** - Laws of 'Kashrut' govern the slaughtering of animals and types of dishes prepared for different events. Pork is forbidden, and other foods must be prepared in a particular way (kosher). Fish with fins and scales may be eaten. Meat and dairy products may not be eaten together, and must be prepared separately.

**Hindu Community** - Orthodox Hindus are vegetarian, some may be vegan, and others do not eat onions or garlic. Less strict Hindus may eat mutton, poultry, fish and occasionally pork, but never eat beef. They may observe periods of fasting.

**Sikh Community** - Strict Sikh's do not eat meat, although the religion does not specify vegetarianism. Those who are not vegetarian will eat mutton and poultry; but do not eat beef, and may not eat pork. Animals have to be slaughtered by rites known as 'jhatka'.

The following briefly describes specific dietary requirements of some local communities:

<b>Food</b>	<b>Muslim</b>	<b>Jewish</b>	<b>Hindu</b>	<b>Sikh</b>
Beef	Halal	Kosher	X	X
Lamb	Halal	Kosher	X	✓
Pork / port products	X	X	X	X
Chicken	✓	Kosher	X	✓
Turkey	✓	Kosher	X	✓
Duck	✓	Kosher	X	✓
Fish	✓(with fins / scales)	✓(with fins / scales)	X	X
Shellfish	X	X	X	X
Cheese	✓	✓	✓	✓
<b>Food</b>	<b>Muslim</b>	<b>Jewish</b>	<b>Hindu</b>	<b>Sikh</b>
Vegetables	✓	✓	✓	✓
Pulses	✓	✓	✓	✓
Eggs	✓	✓	✓	✓
Milk	✓	✓ (meat must not be cooked with milk products)	✓	✓
Fats / oils	Oil / ghee	✓no pork fats	Oil / ghee	Oil / ghee

### **High risk foods:**

- Stringy, fibrous texture for example pineapple, runner beans, celery, and lettuce.
- Fruit and vegetable skins including beans for example broad, baked, soya beans, peas, grapes.
- Mixed consistency foods for example cereals which do not blend well with milk (muesli), mince with thin gravy, soup with lumps.
- Crunchy foods for example, toast, flaky pastry, dry biscuits, and crisps.
- Crumbly items for example, bread, crusts, pie crusts, pastry, crumble, dry biscuits.
- Hard foods for example, boiled, chewy sweets and toffees, nuts and seeds.
- Husks for example sweetcorn and granary bread.

Reference: "National Descriptors for Texture Modification in Adults" The British Dietetic Association, April 2009.

### **Update to Food Safety Procedures**

#### **Entier Ltd**

**Entier Ltd** will provide all food within the nursery environment i.e. Breakfast, Morning Snack, 2 Course Lunch, Afternoon "Mighty" Snack.

Entier Ltd have full responsibility for all food safety and food handling procedures within KingsWellies. Entier Ltd have full management responsibility for the food operation within KingsWellies Nursery.

#### **KingsWellies Nursery Staff**

**KingsWellies Nursery Staff** will support children when involved in curricular activities involving food preparation e.g. baking, smoothie making etc. They will also serve ready-prepared meals to the children.

All KingsWellies staff will have training in basic food hygiene principles. Food Hygiene Training will be reviewed and provided for all staff every 3 years. Infection Control and Risk assessment training will also be provided for all staff as appropriate'.

Good practice will be adhered to at all times by KingsWellies staff when handling and preparing food with the children i.e. appropriate staff: children ratio, hand washing procedures by all staff and children, use of aprons, all food dated and packaged appropriately, etc.

Good practice is detailed as appropriate throughout the attached KingsWellies Nursery Operational Policies and Procedures.

# Caring For Babies & Toddlers

## &

# Sleep Policies

<b>Published</b>	March 2015 (V1)
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## **Caring For Babies and Toddlers Policy**

At KingsWellies Nursery we care for children under the age of two and ensure their health, safety and well-being through the following:

- Children under the age of two have a separate play room and are cared for in small intimate groups. We ensure that younger children have opportunities to have contact with older children whilst at nursery
- Care is taken to ensure that babies and toddlers do not have access to activities containing small pieces, which may be swallowed or otherwise injure the child
- The environment and equipment are checked daily before the children access the area. This includes checking the stability of the cots, areas around and chairs and ensuring restraints on these, pushchairs and prams are intact and working
- All doors are fitted with viewing panels and door finger-guards to ensure the safety of children
- Outdoor shoes are removed or covered when entering the baby and toddler area(s). Staff remind parents and visitors to adhere to this procedure
- Babies and toddlers have their nappies changed according to their individual needs and requirements by their key worker wherever possible
- Information will be shared between parents and the key worker about nappy changing and toilet training in a way that suits the child
- Potties are washed and disinfected after every use. Changing mats are wiped with cleanser before and after each nappy change
- Each baby must have his/her own bedding which is washed at least weekly and when necessary
- Cot mattresses meet safety standards
- Children under two years are not given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation
- Children are not to be left to sleep in pushchairs or baby bouncers as their backs are not fully supported in this equipment whilst sleeping (unless the parent has specifically requested this and have signed a disclaimer)
- We follow all cot death prevention/safety guidelines and advise parents of this information. Babies are always laid to sleep on their back, with their feet touching the foot of the cot
- Sheets or thin blankets come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head
- Children's individual sleeping bags may be used in consultation with parents. These are washed at least weekly and when necessary
- Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. blind cords, cables)
- No child is ever left unattended during nappy changing time
- Babies are never to be left propped up with bottles as it is both dangerous and inappropriate
- Babies sleeping outside have cat/fly nets over their prams/buggies and prams must lie flat so children are supported. Parents must sign a disclaimer if they wish their child to sleep outside
- Sleeping children are supervised at all times. Ten minute checks are completed and baby monitors are placed within sleep room.
- Checks on sleeping babies are completed every 10 minutes. This may increase to 5 minutes for younger babies and or new babies. Checks are documented with the time and staff initials on the sleep check form
- Staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students only change nappies with the support and close supervision of a qualified member of staff
- Where food/milk is prepared for babies there is a separate area within the kitchen which is specifically designated for this preparation
- Bottles of formula milk are only to be made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot. Easy Prep machine is used for preparing bottles ready to drink once made. Test milk on staff wrist.

- Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated
- Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher)
- Bottles are disposed of after feeding individual babies
- A designated area is available for mothers who wish to breastfeed their babies or express milk (this is a large space within the disabled toilet)
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped (see separate dummy policy)
- All dummies are stored in separate labelled containers to ensure no cross-contamination occurs
- Sterilisers are washed out and cleaned daily when in use

Children transfer to the older age group when assessed as appropriate for their age/stage following our agreed transition and settling procedures.

## **Sleep Policy**

At KingsWellies Nursery we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment. The safety of babies' sleeping is paramount. Our policy follows the advice provided by The Cot Death Society to minimise the risk of Sudden Infant Death. We make sure that:

- Babies are placed on their backs to sleep, but when babies can easily turn over from the back to the stomach, they are allowed to adopt whatever position they prefer to sleep
- Babies/toddlers are never put down to sleep with a bottle to self-feed
- Babies/toddlers are monitored visually when sleeping. Checks are recorded every 10 minutes.
- When monitoring, the staff member looks for the rise and fall of the chest and if the sleep position has changed

### **We provide a safe sleeping environment by:**

- Monitoring the room temperature
- Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only using safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations
- Only letting babies sleep in prams or buggies if we have parents' written permission
- Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Ensuring every baby/toddler is provided with clean bedding and their own bag to store it in
- Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- Having a no smoking policy.

We ask parents to complete sheets on their child's sleeping routine with the child's key worker when the child starts at nursery and these are reviewed and updated at timely intervals, at least every three months. If a baby has an unusual sleeping routine or a position that we do not use in the nursery i.e. babies sleeping on their tummies, we will explain our policy to the parents and ask them to sign to say they have requested we adopt a different position or pattern on the sleeping babies' form.

We recognise parents' knowledge of their child with regard to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep. Staff will discuss any changes in sleep routines at the end of the day with parents and will share observations and information about children's behaviour when they do not receive enough sleep.

### **Sleeping twins**

We follow the advice from The Foundation for the Study of Infant Deaths (FSID) regarding sleeping twins and will not put them together in the same cot to sleep.

Further information can be found at:

<http://fsid.org.uk/page.aspx?pid=426>

<http://www.healthychildcare.org/pdf/sidschildcaresafesleep.pdf>



# Biting Policy

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## **Biting Policy**

At KingsWellies Nursery we follow a positive behaviour policy to promote positive behaviour at all times. However we understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children go through and can be triggered when they do not yet have the words to communicate their anger, frustration or need.

### **Our procedures**

The nursery uses the following strategies to prevent biting: sensory activities, biting rings, adequate resources and staff who recognise when children need more stimulation or quiet times. However, in the event of a child being bitten we use the following procedures. The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visual injury. Administer any first aid where necessary. Complete an accident and incident form and inform the parents via telephone if deemed appropriate. Continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or helped to develop their empathy skills by giving the child who has been bitten a favourite book or comforter.
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration
- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who had been bitten
- If a child or member of staff sustains a bite wound where the skin has been severely broken, arrange for urgent medical attention after initial first aid has been carried out.

In cases where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g. in some cases of autism where a child doesn't have the communication skills, the nursery manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

# Looked After Children Policy

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## **Looked After Children Policy**

At KingsWellies Nursery we are committed to providing a welcoming and inclusive quality environment for all children and families.

### **Definition and legal framework**

The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others, or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Children (Scotland) Act 1995
- Adoption and Children Act 2007
- The Looked After Children (Scotland) Regulations 2009
- The Secure Accommodation (Scotland) Regulations 2003
- The Residential Establishments – Child Care (Scotland) Regulations 1996

### **Our policy**

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with their carer before they start nursery. This will establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our Child Protection Policy and procedures. Additional training to support children's individual needs will be planned for where appropriate.

All staff will also be trained in the principles of GIRFEC or Getting It Right For Every Child. Practitioners are supported by management at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

**The designated person** for 'looked after children' is the Nursery Director, Kerry Robertson.

Each child is allocated a key worker. The key worker will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker or other professionals (where applicable).

The key worker will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and learning journey pathway
- How any special needs will be supported.

In addition the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the Nursery's activities that include parents, such as outings, fun days etc alongside the foster carer.

Where applicable, we will complete an Individual Education Plan (IEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The key worker and designated 'looked after' person (Nursery Director) will work together to ensure any onward transition to school or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

**Key contact details will be recorded for all Looked after Children (as below):**

Organisation	Contact Number
Local authority	
Social care team	
Named social worker	

# Intimate Care & Adult Protection Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	Session 2017/18



## **Intimate Care Policy**

At KingsWellies Nursery we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes and giving first aid treatment and specialist medical support where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key worker with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key worker system in the nursery and ensuring all parents understand how this works
- Ensuring all staff undertaking intimate care routines have suitable enhanced PVG checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e. first aid training, specialist medical support
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Operating a whistleblowing policy to help raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery
- Conducting working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- Conducting regular risk assessments on all aspects of the nursery operation including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

## **Adult Protection Policy**

The Care Inspectorate has recommended that early years providers have an adult protection policy detailing the information below.

At KingsWellies Nursery we believe that all children need to feel safe, secure and happy. This involves nursery staff being responsive to children's needs, whilst remaining professional. This includes giving children cuddles and changing children's nappies or clothes.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

- Although it is appropriate to cuddle children, staff are advised to usually do this in view of other children and practitioners. There may be occasions, for example when a child is ill and needs comforting away from others, and this will continue to take place. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice
- When changing children's nappies or soiled/wet clothing, the doors remain open, where appropriate. All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices
- Inappropriate behaviour such as over tickling, over boisterousness or inappropriate questions such as asking children to tell them they love them is discouraged.

Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistleblowing procedures. If a parent or member of staff has concerns or questions about safe care and practice procedures they are urged to see the manager at the earliest opportunity.



# Legionella Policy

<b>Published</b>	April 2016 (V1)
<b>Revised</b>	Session 2017/18



## **Legionella Policy**

Prepared using the HSE publication, Managing Legionella In Hot And Cold Water Systems.

This policy sets out the control of Legionella in hot and cold water systems at KingsWellies Nursery.

### **General Information**

#### **What is Legionella?**

Legionella is a generic term for a type of bacteria which is common in natural and artificial water systems. Legionellosis is the name given to a group of pneumonia-like illnesses caused by Legionella.

Legionella bacteria is commonly found in water. The bacteria multiply where temperatures are between 20 - 45° C and nutrients are available. The bacteria are dormant below 20° C and do not survive above 60° C.

Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Such droplets can be created, for example, by hot and cold water outlets, atomisers, wet air conditioning plant and whirlpool or hydrotherapy baths.

Anyone can develop Legionnaires' disease, but the elderly, smokers, alcoholics and those with cancer, diabetes or chronic respiratory or kidney disease are at more risk.

- Legionella is a generic term for a type of bacteria (legionellae) which is common in natural and artificial water supplies. The bacteria thrive at temperatures between 20° C and 45° C but can be killed by elevated temperatures or chemical treatment.
- KingsWellies Nursery stores and distributes hot water above 50° C. Users are protected from scalding by controlling the delivery temperature of hot water from a tap by the use of thermostatic mixing valves.
- All illnesses due to the legionella species are known collectively as "legionellosis" but the most well-known is "legionnaires' disease" which can be serious for elderly people and others with respiratory problems or immune-deficiency.
- Infection is only a risk when there is inhalation of very fine water droplets that are contaminated with high concentrations of legionella bacteria. Healthy people are unlikely to contract an infection and outbreaks are rare, though well published.
- Control is normally achieved by suitable design and maintenance of the water system and its associated plant. Additional control is achieved by appropriate storage of water and delivery of water at temperatures which do not allow the bacteria to proliferate.

#### **KingsWellies Nursery will ensure that:**

- Relevant risk assessments are carried out and that control measures are implemented.
- Appropriate training is provided.
- The Legionella Competent person is appointed and carries out his/her tasks as defined below.
- The Nursery Manager is informed of any problems with water or water system.
- Records are kept for each water outlet of flushing and testing and any disinfection procedures.

## **Control Measures**

To achieve ongoing control of legionella, thorough flushing of the water system is required alongside any engineering controls.

Effective control measures will require the nursery to:

- Monitor any water outlets that are not in regular use.
- Record the flushing of all water outlets.
- Record the temperature of hot and cold water outlets.

If any defects in the water system are found, advice will be sought and if required testing for legionella will be carried out.

Disinfection of the system will be necessary when testing indicates there is a sufficient level of legionella present in the water system to require treatment – If required advice on disinfection will be sought immediately through an approved contractor.

## **Legionella Competent Person**

The Nursery Manager will nominate a competent person for Legionella on the premises and act on behalf of the Nursery to provide the necessary competence to enable Legionella to be managed safely.

If the nominated person is off the premises, the role reverts to the Nursery Manager.

In addition to this, advice will be sought from the plumber (as and when appropriate).

- He/she is to complete training as defined in the Information, Instructions and Training section (below)
- The Legionella Competent Person will ensure that all periodic and exceptional recording, flushing, cleaning and general Legionella management tasks are correctly completed and recorded in accordance with this policy (Appendix 1).
- He/she is to work within their level of competence and seek appropriate guidance and direction as required.

## **Appendix 1 - Flushing and Temperature Testing Procedures**

### **Flushing**

All water outlets (hot & cold) will be flushed through weekly and a record will be kept in writing on the water outlet flushing checklist by the person carrying out the flushing.

Flushing will last for at least two minutes at a reasonable flow rate.

Where water outlets are routinely used, then this acts as the flushing routine and additional flushing is not required. However, flushing will always be required for all water outlets during periods of any non-use which exceeds four days. Flushing is only required at the end of the period of non-use.

### **Temperature Testing**

A single cold and hot tap on the main hot and cold water systems, which are not connected via a thermostat mixing valve, are each to be run for at least two minutes every month so that a temperature can be taken using a thermometer and recorded on the Water Temperature Chart.

**The cold water outlet temperature should be below 20° C after two minutes running.**

**The hot water outlet temperature should be above 50° C after two minutes running.**

If these temperatures cannot be maintained, then professional assistance must be sought immediately.

- Scientific tests may be required when there appears to be a problem with the water supply, e.g. discolouring, temperature problems, etc
- If a positive Legionella test is reported there will be a e-test every 3 or 6 months, dependent upon the test results, until two consecutive clear readings are established.

## **Appendix 2 - Procedure for Disinfection**

### **Procedure for Disinfection**

If the Nursery produces a sufficiently high result after testing, it will be disinfected by an approved contractor.

The Nursery Manager will arrange the time and date of disinfection with the selected contractor.

Affected areas will be withdrawn from use until disinfection has been completed. Flushing of outlets in these areas will cease until disinfection has been completed. Disinfected areas will be re-instated immediately after completion of the disinfection process and the flushing regime will recommence.

A supply of clean water for the kitchen area will be drawn off from an uncontaminated source and stored in containers on the morning of a disinfection visit.

Once disinfection commences, the water system will not be usable (except in WC's) until the contractors declare it safe. (Note: Drinking water must only be drawn from the bottled supply)

Alternative hand cleaning methods will be instigated to supplement the wearing of protective gloves for personal care eg. antiseptic wipes.

Staff and children will be protected from accidental use or drinking of disinfected water by securing the outlets and denying them access.

# Fire Safety Policy

<b>Published</b>	March 2015 (V1)
<b>Reviewed</b>	March 2016 (V2)
<b>Revised</b>	March 2016



At KingsWellies Nursery we make sure the nursery is a safe environment for children, parents, staff and visitors through our Fire Safety Policy and Procedures.

The Director (Kerry Robertson) and Manager (Emma Fraser) make sure the nursery premises are compliant with fire safety regulations and seek advice from the local fire safety officer as necessary, including following any major changes or alterations to the premises.

The Director / Manager / Fire Wardens have overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or new members of staff joins the nursery. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and that all children and staff participate in the rehearsals.

The Director / Manager / Fire Wardens check fire detection and control equipment and fire exits in line with the timescales in the checklist below.

#### Fire Checklist

	Who checks	How often	Location
Escape route / fire exits (all fire exits must be clearly identifiable)	Nursery Manager Nursery Director	Weekly	Main Door 3 Playroom Doors Bottom end of Corridor Door
Fire extinguishers and blankets	Nursery Manager Nursery Director	Weekly	Front Door Each Playroom Staff Room Each Kitchen area
Evacuation pack	Nursery Manager Nursery Director	Weekly	Main Office
Smoke / heat alarms	Nursery manager Nursery Director	Weekly	Each Room
Fire alarms	Nursery Manager Nursery Director	Weekly	Front <u>oor</u>
Fire doors closed and in good repair Doors free of obstruction and easily opened from the inside	Nursery Manager Nursery Director	Weekly	3 x Playroom Doors 1 x Bottom end of Corridor Door

## **Registration**

An accurate record of all staff and children present in the building must be kept at all times and children / staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the visitor's book at the reception desk. These records must be taken out along with the register and emergency contacts list in the event of a fire.

## **No Smoking Policy**

The nursery operates a strict No Smoking Policy – please see this separate policy for details. This Policy is contained within our Operational Policies Guidelines.

## **Fire Drill Procedure**

On discovering a fire:

Please see the attached Fire Emergency Evacuation Plan for KingsWellies Nursery for full details of our Fire Drill Procedures

- Calmly raise the alarm by breaking the alarm glass
- Immediately evacuate the building under guidance from the Director/Manager/Fire Wardens
- Using the nearest accessible exit lead the children out, assemble at Muster point location which is clearly signposted and located in the Nursery outside car parking area. If this is unsafe make way to the hotel for emergency evacuation support.
- Evacuate babies by putting them into evacuation cot
- Evacuate children or adults with mobility difficulties by supporting them once everyone else has safely left the building
- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for
- Wait for emergency services and report any unaccounted persons to the fire service / police immediately

If you are unable to evacuate safely:

- Stay where you are safe
- Keep the children calm and together
- Wherever possible alert the Director/Manager of your location and identity of the children and other adults with you.
- Make use of horizontal evacuation principles and move away from the fire

The Director / Manager / will:

- Pick up the children's register, staff register, mobile phone, keys, visitors book and fire bag / evacuation pack (containing emergency contacts list, nappies, wipes and blankets)
- Telephone emergency services: dial 999 and ask for fire service
- In the fire assembly point area, check the children against the register
- Account for all adults, staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have

## **Remember**

- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for
- If the muster point is deemed unsafe, staff and children must make their way to the Village Urban Resort Hotel for emergency evacuation support.



# Evacuation Plan



## All staff

### Action on discovering a fire

- activate the fire alarm by breaking the nearest break glass point

### Action on the sounding of the fire alarm

- assist in the safe evacuation of all children in your care to the fire assembly point
- the direction of travel to the fire assembly point is determined by the location of the fire. each internal play area has a final fire exit door on the west side of the room which leads to open air
- follow all instructions given by the senior fire warden
- once the assembly point is reached an accurate roll call should be conducted

## senior fire warden

The main role of the senior fire warden when the fire alarm sounds, is to establish a level of command and control that is appropriate to the situation.

### The senior fire warden will:

- proceed to the main entrance and confirm, by checking the fire alarm panel, the location of the fire.
- confirm that a call has been made to the Scottish fire and rescue (role of receptionist)
- don the high visibility jacket and secure the fire wallet
- the senior fire warden with the assistance of the deputy senior fire warden will take overall control of the full evacuation of the nursery
- the senior fire warden will be the liaison with the Scottish fire and rescue service on their arrival

## Role of receptionist

### when the fire alarm sounds

- dial 999 – provide the Scottish fire and rescue service with the following information
- KingsWellies nursery, prime four business park, Kingswells causeway, Kingswells, Aberdeen ab15 8pu
- location of alarm within nursery (specific area)
- confirm that a full evacuation is underway and a fire wallet is held on the premises
- provide as much other information as required by the fire service
- the initial information provided will result in the pre-determined attendance ( number of fire appliances that respond) to be initiated
- all additional information sought by the fire control room is passed to the attending fire fighters en-route to the nursery
- never hang up first





# Fire Plan



## When you hear the fire alarm

- Stop talking and stop what you are doing straight away
- Listen to, and follow instructions
- Stay calm stay quiet and don't panic
- Leave your room straight away by the nearest fire exit
- Do not stop to do anything or to collect anything
- Walk quietly and calmly. Do not run
- Follow a member of staff to a safe area outside the nursery
- Stand quietly and sensibly while everyone is counted
- If the register is called, listen for your name and answer clearly when your name is called out
- If you are outside the nursery do not go back inside the building until you are told it is safe to do so



## Fire Wardens Fire Drill Plan of Action

- When sounding the alarm fire, fire wardens ensure that one exit has been placed out of use and simulate fire.
- Supervisors to assemble children and collect register.
- Supervisors to ensure no persons are in the room and that toilets are clear.
- All persons are to assemble at the fire assembly point.
- All supervisors to conduct a role call and ensure all children and staff from their room are out of the building.
- All staff and occupants are to follow the instructions given by fire wardens.
- Supervisors to confirm that all persons for their room are present.
- Fire wardens to ensure the safe effective evacuation of the premises.
- Fire wardens to ensure building has been evacuated safely and effectively.
- Fire wardens to ensure all persons are present at assembly point.
- Fire wardens to ensure building is safe to re-enter.
- Don't waste time.
- Leave all belongings.
- Remain calm.
- Leave at nearest, safe fire exit.
- Leave jackets and shoes.
- Check register and head count upon return.

# Duty of Candour Policy

<b>Published</b>	February 2020
<b>Revised</b>	Session 20/21



## **Duty of Candour Policy**

This policy outlines how KingsWellies Nursery meets the obligations introduced by the Health and Care (Scotland) Act 2016 and Duty of Candour Procedure (Scotland) Regulations 2018.

### **What is duty of candour?**

The duty of candour is about what happens if there is an unintended or unexpected incident within an organisation that results in death, severe harm, or other serious consequences specified in the act.

The focus of the duty of candour legislation is to ensure that early years settings take specific steps when a serious adverse event happens. They will need to let the people affected know, offer to meet with them and apologise. This is an important part of being open with people who experience care. The setting must also learn from things that go wrong.

Settings must, by law, produce a short annual report showing their learning from any incidents that year, publish it and notify the Care Inspectorate that it has been published.

### **When is duty of candour activated?**

Early Years Settings must activate the duty of candour procedure as soon as reasonably possible after becoming aware that an individual has been subject to an unintended or unexpected incident which has occurred in the provision of the nursery care. Also in the reasonable opinion of a registered health professional has resulted in or could result in:

- Death of the person
- A permanent lessening of bodily, sensory, motor, physiologic or intellectual functions
- An increase in the person's treatment
- Changes to the structure of the person's body
- The shortening of the life expectancy of the person
- An impairment of the sensory, motor or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days
- The person experiencing pain or psychological harm which has been, or is likely to be, experienced by the person for a period of at least 28 days
- The person requiring treatment by a registered health professional in order to prevent the death of the person.
- Any injury to the person which, if left untreated, would lead to one or more of the outcomes mentioned above.

It is important to note that where the duty of candour procedure start date is later than one month after the date on which the incident occurred, an explanation of the reason for this has to be provided to the relevant person or persons.

### **Systems and Procedures at KingsWellies Nursery**

If the nursery staff believe that an incident has occurred which may trigger the duty of candour, they will report it to the Director (Kerry Robertson) or designated staff member (depute manager) in their absence immediately, or as soon as they realise it may be such an incident. The manager will then inform the Central Early Years Team.

The Director shall be responsible for managing the duty of candour from that point on.  
They will:

Obtain a viewpoint from a registered health professional as to the incident and its relationship to the harm that was caused. The Director should ensure this viewpoint covers the following questions:

- What was the incident?
- What was the outcome?
- What illnesses and underlying conditions did/does the person have?
- Does it appear that this incident resulted in or could result in the death or severe harm, caused?

- Does the natural course of the person's illness or underlying condition directly relate to the death or harm described?

If the registered professional's view is that the incident appears to have resulted in, or could result in the harm caused, the Director will:

- Record the date this view is given as the procedure start date
- Notify the parents/carers of the child as soon as reasonably practical and ideally within 10 working days of the procedure date. The notification should include:
  - An account of the incident and all the facts the nursery is aware of
  - An explanation of the actions that the school will take as part of the duty of candour procedure
  - An apology for the incident
  - An invitation to meet the person or their parents/carers if they want to ask any questions
- Meet with the parents/carers of the child to discuss the incident. Provide a note of the meeting which should include when and where the meeting took place, a record of the apology and any timescales that were agreed.
- Cooperate fully with a review of the circumstances which led to the incident. This will be led by an Aberdeen City Council Officer within three months of the procedure start date. A written report of this review will be sent to the parents/carers of the child.
- Inform Care Inspectorate about the report and actions from this.

An annual report will be written at the end of March which includes information about the number of nature of incidents to which duty of candour applies (ensuring anonymity).