

Stepping Stones Creche/Nursery



QUALITY ASSURANCE - POLICY

AIM

At Stepping Stones Nursery it is our aim to provide a safe, caring and happy environment for the children. We pride ourselves on our relationship with all children, parents/guardians and our commitment to the service we provide.

To ensure we are providing the best service we can, whilst also taking all new regulations into consideration the procedures we work to are as follows:

PROCEDURE

Quality Assurance - Enrolment

1. When an enquiry is taken it is recorded in the enquiry book and a meeting/viewing is arranged to take place at the appropriate unit. We try to ensure that the parents/guardians are met by Unit Managers or Senior Nursery Nurses.

The viewing is accompanied by a ring binder containing:-

Information booklet
Enrolment Form
Registration Form
Payment Structure
Routine Form
Medication Form
Medical Information Form
Menu
Nametag Form
Photograph Form

We inform the parent/guardian who their Childs Key Worker will be within the unit and explain that this is the main person to contact, should there be issues to discuss. A settling in period is discussed and carried out, with a view to the child starting with us as the parent requires.

Parents are asked on a regular basis to ensure that we are kept informed of any changes within family circumstances and also that we are always in possession of correct contact numbers in case of emergencies.

A general letter is normally sent out every three to four months, informing parents of any matters we feel relevant, ie. changes in staff, changes to any procedures, increases in charges, forthcoming events, holiday closures etc.

Parents are asked to pay for the childcare we provide at the beginning of the week.

Quality Assurance - Daily Child Care

2. When a child arrives at nursery, they are always met by a member of staff out in the cloakrooms and discussions take place with regards to how the child is on that particular day. e.g. Happy, looking forward to something maybe a birthday, holiday, whether they have slept well, or are unwell, upset, starting potty training etc.
3. The Registration book is then completed confirming that the child has arrived and any details which need to be discussed are entered into a book and either discussed immediately, ie. with regards to medication etc. or discussed at snack time ie. change in time of collection etc.
4. All members of staff take care of particular areas/activities, on a rota basis.

The babies are played with and stimulated within the one main room of the Tiny Turtle area. The older children in both Cute Caterpillars and Big Butterflies are given a choice of activities throughout the day, although we do consider what the child is doing on a daily basis and try to keep it as varied as possible.

5. Each unit follows the same Theme which normally last around 2/3 months, these themes vary but range from colours, numbers, seasons, self awareness, Christmas, St. David's Day, Easter etc. There are many craft work and cookery items taken home, which involve these themes ie. cards, pictures, cakes made in various shapes or colours, etc. We also like to teach the children any relevant nursery rhymes, stories or songs with these themes in mind.
6. When a child is with us various snacks, meals and drinks are provided. A copy of the menu and snack/drink list is given to parents when they enroll with us. Any items which are unsuitable are discussed and are either removed or replaced on the child's diet list.
7. Each unit differs slightly with their records kept, but each unit informs whoever collects the child of what he/she has eaten and drunk throughout the day, either verbally or by way of Sleep, Nappy, Food Forms displayed.
8. There are also Notice Boards in each cloakroom with pictures of each Key Worker and child responsible for underneath. Any paperwork ie. invoices, request forms etc. is placed with the appropriate name.

9. Parents are informed of what activities their child has been involved with each day.
10. Should anything out of the ordinary happen during the day, parents are normally informed by telephone immediately and it is discussed whether the child should stay at Nursery for the remainder of the day or if they should be collected. When the child is collected the parent is informed of the situation ie. if their child has not eaten, been unwell, been in an accident etc. and asked to sign the relevant books, forms, ie. medication form, accident book, incident book,
11. We keep a record of the child's progress on a monthly basis. The Key Worker records information regarding learning, speech, play, interaction with others, behavior etc.
12. Once a child has been collected, the Register is completed accordingly.
13. There are suggestion boxes in each cloakroom, which parents are encouraged to use. All suggestions are discussed and considered and displayed when appropriate on the Quality Assurance Display Boards.

Quality Assurance of Staff

14. When a member of staff is employed by us, they receive a ring binder which they need to complete containing:-

Eligibility Declaration
 Offer of Employment
 Disclosure Reference Number, which is applied for by ourselves.
 Proof of Identity
 Curriculum Vitae
 References, which are requested by ourselves.
 Contract
 Job Description
 Dress Code
 Mobile Phone Use
 Health & Safety
 Health Record
 Health Questionnaire
 Holiday & Absence Policies & Procedures
 Holiday Entitlement Forms/Signed Holiday Request Forms
 Appraisal Information
 General
 Certificates of Achievements

15. The staff work on a rota basis and are paid at present four weekly. We offer a Company Pensions Scheme to all members of staff.

16. All Holiday requests need to be confirmed in writing and are recorded appropriately.
17. Individual Appraisals are carried out, which gives staff an opportunity to discuss any private matters they may have, ie. salary, change of hours or unit, training required etc.
18. Unit Appraisals take place on a regular basis, which ensures that all staff are happy within their unit and any changes that are needed can take place sooner rather than later.
19. Six monthly evening staff meetings are conducted, where staff are given the opportunity to discuss any issues they feel relevant. It is an opportunity to discuss any issues that effect the Nursery overall and to bring to everyone's attention any new regulations etc. that need to be covered.
20. There is a suggestion box in the staff room, which staff are encouraged to use. However, all staff are aware that I am on the premises on a daily basis and I operate an open door policy at all times, with regards to any issues they wish to discuss.
21. All these meetings, appraisals, etc. are recorded within the appropriate files, kept in the office.
22. Staff are trained in First Aid and Senior Nursery Nurses are in charge of First Aid Stations.
23. **All staff are reminded of all new and existing Policies & Procedures and are asked to sign memorandums confirming that they are aware of all procedures in place.**
24. **All staff are asked to come forward with any suggestions with regards to any risk assessments they feel should be address on an immediate basis.**

Quality Assurance - Students

25. At present we have Students with us on a regular basis. We agree to their placement with the school, college, training operator etc. When a student joins either on a placement or work experience, they must first provide us with the necessary paperwork required, which is filed in the office. They must completed a short training course with us, which involves us making them aware of what they are required to do with regards to the children, Health & Safety, Confidentiality and general conduct whilst they are working with us.

The students are monitored throughout their time with us and either discussions take place with their schools, college or training operator with regards to their progress or relevant forms are completed.

Quality Assurance - Kitchen

26. Our Cook is qualified at Stage 2a Essential Food Hygiene and Level 2 in Food Safety in Catering and is employed on a daily basis, to provide fresh meals, snacks and drinks.
27. The Food Standards Agency Wales visits us on an annual basis.
28. Other members of staff are also qualified in similar areas, with regards to the safety and preparation of food.
29. Various menus are provided, to accommodate each child's individual needs.
30. All produce is provided by reputable suppliers and recorded appropriately.
31. All equipment used in the kitchen areas are appropriate and checked on a regular basis and replaced when needed, ie, fridges/freezers, toasters, cooker etc.
32. A file is kept in the office to record all paperwork required regarding the kitchen. This includes:-

Certificates

Sickness Record Forms

Menus

Daily Dinner Number Forms

Approved Food Supplier Forms

Product Receipts

Hot Food Temperature Records

Thermometer Probe Check

Kitchen Cleaning Forms

Pets Control Forms

Confirmation of Waste Collection Form

These forms are completed by various members of staff, ie. sickness is recorded by the Secretary, pest control by the Caretaker, but the majority of the paperwork is completed by the Cook.

Quality Assurance - of the Nursery Overall

33. At present we are inspected on an annual basis by the CSSIW. A copy of the report is displayed in each unit and filed in the office.
34. We employ a Health & Safety and Human Resources Consultancy, to ensure that we are in line with all aspects of existing and new regulations that are introduced. The Consultancy also carries out our PAT Test and Risk Assessments,

when required. They also advise us and provide us with training support, ie. General Health & Safety, Manual Handling etc.

35. We are in regular contact with our Local Health Visitor to discuss any matters that need attention and any new training courses that are required.
36. We are appropriately insured by a registered Insurance Company.
37. We employ a Registered Fire Company to ensure that the required amount of checks take place of all our fire equipment, ie. fire alarms, blankets, extinguishers etc.
38. The caretaker also ensures that all fire equipment is checked, recorded and is in good working order. He also ensures that all staff are aware of the correct procedures to follow should a fire occur and conducts random fire drills on a regular basis, which are recorded.
39. We order all our cleaning products, stationary, toys, etc. from reputable companies.
40. We ensure that all utilities supplied are in good and safe working order.
41. We ensure that we maintain a high quality of assurance with regards to the maintenance, safety and presentation of the building and contents.
42. All outside areas are maintained by the Caretaker and any repairs required are seen to immediately, the outside play areas, play equipment, car park, paths, pest control, gates, doors, etc. are all kept in good working order, safe and clean at all times.
43. Any items inside, such as doors, locks, carpets, play equipment, shelving, etc. that need replacing or repairing are also dealt with by the caretaker.
44. We have cleaners to come in and clean the Nursery thoroughly when required.
45. The Nursery Nurses operate and maintain a 'clean as you go' policy, which ensures that tables, chairs, highchairs, toys, puzzles, blankets etc. are kept clean and safe to use.