

Susan Formstone

Policies

Policies and Procedures

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Policies and Procedures

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1. Statement of Purpose

NMS 1 Standard 15

I have been a Registered Child Minder since October 2008. My aim is to provide a safe, happy, caring and homely environment for girls and boys. I am registered with the CSSIW (Care and Social Services Inspectorate Wales) and a member of PACEY (Professional Association for Childcare and Early Years). I hold an NVQ level 3 and 4 in Childcare and recently successfully completed a Foundation Degree in Childhood Studies. I am currently studying a part time BA (hons) Degree in Childhood Studies at Glyndwr University.

My previous employment history includes a Teaching Assistant in a junior school in Colwyn Bay, a Playgroup Assistant and an Assistant Pre-school Gym Coach and Crèche Assistant at Colwyn Bay Leisure Centre.

I live with my Husband Karl and my sons Saul and Scott. My husband and son Scott also have a DBS as this applies to all house hold members age 16 and over. We are an English speaking family. We have one African Pygmy Hedgehog called Fluffles. They are our family pets and are housed upstairs in our bedroom. As they are nocturnal they come out and spend time with us in the evenings after the child minded children have gone home.

I am not a foster carer.

We are a non-smoking family and smoking is not permitted on the premises at any time by visitors

Terms and Conditions

My hours of work are between 8am and 6pm, Monday to Friday. I am not available weekends or Bank Holidays and I am not registered to carry out overnight care. A settling in period is offered which is free of charge, and will be discussed prior to the child starting at my setting. I give as much notice as possible for any holiday dates. If you could also do the same it would be much appreciated.

Terms and Conditions regarding fees can be found in my Admissions Policy.

I do not operate a waiting list.

As a registered childminder I can care for boys and girls from birth to twelve years of age, within this number I can have, **six children under the age of twelve years old**, whom no more than three are under the age of five years and no more than two of these under the age of eighteen months at any one given time as stated in the National Minimum Standards for Regulated Childcare as set out by the CSSIW, who are the regulatory body and carry out regular inspections on my setting. The above number also includes my son up until he reaches the age of twelve years.

I am based within a Flying Start area and can offer free child care sessions through the Flying Start scheme to those living within the local Flying Start catchment area. I attend Flying Start training accordingly and take the Flying Start children to the Flying Start drop in sessions, where and when possible. The drop in is a facility which offers crafts, organised activities and a chance for the children and myself to socialise with other Flying Start Child Minders and children.

Sickness and Emergency

I reserve the right not to accept an unwell child who may adversely affect the care I am able to offer to the other children in the setting, or any child who needs the emotional support of their parent/main carer during their illness. Any sick child in the setting will be cared for according to first aid training and regulations. Medicines (either 'over the counter' or prescribed) cannot be administered without the prior written consent of parents.

My medication book will also require a parental signature. I will seek medical or professional opinions where necessary. (Please see my **Emergency Policy** for situations needing hospitalisation.)

If a child becomes ill whilst in the childminding setting, parents will be contacted and informed and a decision will be made whether it is appropriate for the child to be collected.

If I am suddenly taken ill, then I will contact another childminder or a member of family who will be able to carry on caring for your child until you arrive to collect them. You will be informed of this immediately. My emergency childminder is Mrs Pam Nicholls who is also a Registered Childminder, whose details are stored in my phone and I would provide them if the need arose in an emergency situation.

Environment

I have a reasonable size garden and patio, which has been secured so that children cannot let themselves out. We have various activities for children to enjoy, including a slide, seesaw, play house and sand and water play.

We can offer physical and creative play activities, music, stories and quiet times. I attend local toddler groups, the park and soft play.

All activities are designed to allow all children to partake and succeed at their own level. I will use my lounge /dining area as a dedicated indoor play area, and have an assortment of age related play equipment and toys.

Care and Development

Activities and topics are covered throughout your child's stay to support the child's overall development.

Children are required to sit at the table for meals which will be served with water, milk or well diluted fruit juice (or packed lunch brought from home if preferred) If you are providing your child's packed lunch, please try to include healthy options such as a piece of fruit.

All food and drink are included in the fees, except for baby food, which you will need to provide for your child.

I aim to provide the means for delivering and understanding the physical, social, intellectual, language, creative and emotional development of the child, and review these accordingly within the CSSIW and PACEY guidelines. I observe children's development using the Foundation Phase as a guide and encourage positive dispositions, as I believe that every child is unique in the way they learn and dispositions such as being communicative, curious, resourceful and persistent can will support a child in the way in which they learn.

My setting is delivered through the medium of English. However, basic Welsh is encouraged. I have also had experience of working with children who are learning English as an additional language (EAL).

Well being

All children in my care will be treated as equals whilst remembering they are also individuals with different needs. The privacy of all children will be respected when intimate care is being provided. Older children will have their privacy respected whilst independence and choices will be regarded when appropriate. The use of technology which is deemed suitable and age appropriate is allowed under supervision. I am currently participating in the Welsh Assembly Government "Healthy and Sustainable Pre-School Scheme". I have recently reviewed my menus and by doing so I have gained a "Tiny Tums" snack award.

Behaviour

Under no circumstances will any form of bullying be tolerated. Children of all ages will be considered in planning for and evaluating positive behaviour within the setting. (Please see my Behaviour Management Policy for further details).

Additional Needs

It is possible that I will be able to cater for children with special/additional needs, dependant on what the needs are. My registered toileting facilities are situated on the first floor of the property (please refer to my Special Needs policy, for further details).

I have attended a Disability Awareness course where I received a Credit at Level 2, the training was provided by SNAP Cymru.

Care will be provided according to the contract and as discussed with the parent.

Communication and working in partnership with the parent(s).

I understand that whilst in my care the welfare of the child is to be the utmost importance at all times.

All new parents are given a copy of my core polices and all other polices are available upon request. A signature is required by the parent(s) / guardian (s), so it is clear policies and procedures have been read and understood.

Confidentiality

I will comply with the Data Protection Act, no personal information will be shared with any third party. I am also registered with The Information Commissioners Office (ICO) under the Data Protection Act. (Please see my Confidentiality Policy for further details).

As detailed in my complaints policy, any complaints which we cannot resolve, can be referred to:

CSSIW North Wales Region
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ

Tel: 0300 790 0126

If you have any questions please do not hesitate to ask.

This statement of purpose will be kept under review and revised as appropriate, under my registration I will notify the CSSIW of any revision as soon as possible.

This statement of purpose was updated on 18th September 2016.

2. Admissions Policy

As a CSSIW registered Childminder I am restricted to the number and ages of children that I can care for at any one time. These details are on my Registration Certificate, which is displayed during my minding hours.

I am registered to care for:

- Six children under 12 years of age
- Of those six children, no more than three may be under five years of age.
- Of those three children, normally no more than two may be under 18 months of age.

Full fees are due for a child's sickness/occasional day off, half fees for holiday with at least four weeks' notice of dates.

If 'extra' hours are requested outside of the agreed contracted hours once I have stated that I am able to accommodate your request, whether you then cancel or not, fees will still be payable.

Fees are not due if I am not available for any reason.

I am happy to take on any child within my registered numbers and will not discriminate against children or their families for reasons such as race, religion, sex or ability. However, I would like to make the following statements:

I already drop off/collect children from Sealand Primary School in Garden City and therefore am unable to collect children from any other school.

I can drop off/ collect from the playgroup in Garden City.

I am able to provide care consisting of 3 to 5 sessions a week (2.5 hrs per day) of Flying Start provision. However, you will need to attend a Flying Start childcare event with the Flying Start team first to discuss further details beforehand and adhere to the Flying Start terms and conditions.

I am happy to take on children with special needs providing I feel I can provide them with the care they need. I will not be able to provide one to one care or look after a child in a wheelchair, as my home is not suitable, access to the house is via a step and the toileting facilities are on the first floor. If your child has additional needs please discuss them with me first as I would not want to raise your expectations.

All children will be welcomed into my home and I will encourage the other children in my care to support me with this. I would suggest a settling in period on our contract, the period of settling in will be discussed at our meeting. So if you or your child or I am not happy with the arrangement it can be terminated easily. When taking on additional children I must take into consideration the children already in my care who are happy and settled. It would be very unfair on them to introduce a child who was disruptive.

If you have any concerns regarding my admissions policy please do not hesitate to contact me.

3. Information

3.1 Sample day

The following gives an indication of a typical day. The day will vary with weather, amount of children and age of children. We will attend a Parent and Toddler Groups' on Monday, Tuesday, Wednesday and Friday mornings. I try to include a variation of learning opportunities into the day, focusing on the ability and age of the child whilst always incorporating numbers, letters and imaginative play.

Stories and reading books, music, rhymes, colouring, painting or play dough.

Sleep/nap time. I try to encourage all children to take a day or just some relaxation time. This enables the mind and bodies to re-charge and recover for the next play session

Meal times. Children are required to sit at the table and a healthy home-prepared lunch will be served with water or fruit juice and a dessert to follow (or packed lunch brought from home if preferred) If your child is here for tea, a light healthy meal will be served, taking into account any special dietary requirements.

Outside Play. Messy play. Creative play. We take a walk to the park or play in the garden. Have a look at flowers, and collect leaves and twigs.

We talk about what we have done during the day, read a story or listen to an audio story.

During school holidays we may go to other places such as soft play or the zoo, but I will always let you know in advance.

3.2 Everyday Experiences

Everyday home activities such as cooking, preparing snacks and helping to sort laundry provide plenty of opportunities for developing children's maths and science skills as well as helping to nurture a sense of well-being and belonging in children by contributing dramatically towards the development of self-esteem.

Our television is used. However, it would be under strict guidance on the time spent watching - usually a maximum of 30 minutes during 'quiet time' or at the end of the childcare day when we are all winding down or possibly while I clear away after meals.

3.3 Complaints

Should you have any concerns about the way that we carry out the care of your child, please can you follow the following procedure, see section 1.5.1

3.3.1 Complaints policy document – Please refer to section 19

3.4 Leaving your Child Policy & Lost/Missing/Child Not Collected Procedure

I would like to think my home is welcoming to all my minded children and their parents. We have a very relaxed home, and you are welcome at any time.

4. Childminding Contract

This will be a PACEY contract.

5. Assessment

Due for review

Review Date _____

Getting to know you Child's name

<p>Needs- Are there any specific needs your child has/requires?</p> <p>Does your child have a day time nap?</p> <p>Does your child have any particular health needs?</p> <p>Any other relevant information</p>
<p>Likes/dislikes</p> <p>Favourite toy</p> <p>Favourite TV programme/character</p> <p>Food likes and dislikes</p> <p>other</p>
<p>Stages of development</p> <p>Physical</p> <p>Language</p> <p>Toileting</p> <p>Feeding</p> <p>Dressing</p> <p>Other</p>

6. Meeting individual needs

To meet the needs of the child/parent as individuals it is important to observe every activity the child participates in, whether it is playing, eating, sleeping etc.

It is important to know at what stage of their Social, Physical, language, Intellectual, creative and emotional development the child is at., watching when they have achieved their next step.

I will observe and relay this information to the parents and ask them to inform me of the same, as the children may behave differently at home or in other environments and people.

I will use the information to help me to plan 'our' day, by giving an opportunity fro the child to take part in appropriate age related activities and appropriate to their ability, another factor is the other ages, stages and number of children present at the time.

6.1 Planned Activities

Activity	
Safety precautions	
What I will need	
How many children to take part	
Where the activity will take place	
Age range	
How the Activity supports the child's development	
Personal/Social Development	
Age group 1	Age group 2
Physical Development	
Age group 1	Age group 2
Intellectual Development	
Age group 1	Age group 2
Language Development	
Age group 1	Age group 2
Creative Development	
Age group 1	Age group 2
Emotional Development	
Age group 1	Age group 2

Was the activity a success?

Would I change anything next time?

6.2 Additional Needs Policy Document

- All children's care will be treated on individual basis, but treating children equally where possible. I will discuss with parents any additional needs their child may have before the child starts in the setting and a joint decision will be made by myself and the parent (s) whether the child care setting is suitable to meet the needs of their child.
- If I have any concerns about the development of any child within my care I will discuss my concerns with the parent. If the child has any additional needs in school, I will try and continue to carry out meeting these needs, depending on what they are and the situation, after discussing with the parents their wishes.
- I will ensure, where possible that children with additional needs have access to facilities and activities and opportunities alongside their peers.
- I will always ensure that with personal care, all children privacy is maintained depending on the age and needs of the child.
- I will do my best to attend any training regarding 'additional needs' and research any additional needs children have in my care, so I can help their development to progress, understand the need and work with the parents.

7. Working in partnership with parents

- I will communicate with the parents on a daily basis, at the start of the 'child minding day' and/or when they collect their child or if the either party wishes to raise an issue for discussion or has any concerns regarding the child.
- Parents will be made to feel welcome and a part of the day, just as much as the child.
- I will provide a home/childminding diary.
- In the diary I will inform the parents as to what their child has done through the day, what we had for lunch, any changes of clothes, naps during the day or any accidents, however small.
- I will talk to each child towards the end of their stay, and ask them what their favourite activity has been. Can they remember what they had for lunch ect ?
- They may like to include a picture.
- Parents could also use the diary to liaise with me of any information I may need to know, such as what kind of night did the child have.
- After discussing the child's needs with the parent and recording information in the relevant form, I shall be able to decide what the child is cable of achieving for themselves and what help may be required.
- I will encourage children to do as much as they can for themselves to help their confidence grow while giving manageable tasks within their own individual limits. I will always give appropriate praise, especially for all effort, however small.

7.1 Daily Notes

Daily notes will be kept in a diary.

8. Individual Records

8.1 General

I will keep records, policies and procedures relating to your child and my business up to date. You are welcome to see any records relating to your child.

The contract will hold many individual information , as too will the 'getting to know you 'form, informing me of your child's likes and dislikes and where he /she is up to in their stages of developments.

8.2 Other relevant child minding forms required are:

I KEEP THIS INFORMATION IN MY BAG/ON MY PERSON AT ALL TIMES

IMPORTANT NOTICE

I am a childminder. Often the children that are with me, are my minded children. In case of emergency, please call one of the following numbers.

Registered Childminders' Husband (CRB checked): Karl Formstone Mobile: 07860 830800
Work: 07890 271462
Office: 01244 830800

Doctors Surgery,
TELEPHONE NUMBERS OF MINDED CHILDRENS' PARENTS

8.3 Photo Permission Form

Dear Parent/Carer:

While caring for your child(ren), I may sometimes wish to take photographs to share with you, use in my promotional literature, accompany coursework, or keep for my own album. In using your child's photograph in the above ways, a full name will not be used so that your child's identity remains anonymous.

NAME OF CHILD(REN)

As the parent/carer of the child(ren) named above, I give permission for the childminder: Susan Formstone to photograph my child(ren) and use the photos for the following possible reasons:

- To record daily routines
- The childminder's own album
- Promotional literature
- PACEY website/publications
- Local newspapers
- Childminding network purposes
- To record development
- The childminder's coursework

As the parent/carer, I understand that there will be no charge/no payment for my child's participation

Name of parent/carer:

Signature:(Parent/Carer) Date:/...../.....

8.4 Administering medicine / first aid in an emergency permission form

Name of child(ren):

Name of parent/carer:

As the parent/carer of the child(ren) named above, I give permission for my child to receive first aid treatment by Susan Formstone in an emergency and for her to administer pain relief in a situation of an extremely high temperature which could lead to convulsions if the child's temperature cannot be controlled naturally.

Signature:(Parent/Carer) Date:/...../.....

8.5 Routine outings with childminder permission form

Name of child(ren):

Name of parent/carer:

As the parent/carer of the child(ren) named above, I give permission for my child to go on routine outings (e.g. walks to the library, park etc) with the childminder, Susan Formstone.

Signature: (Parent/Carer) Date:/...../.....

8.6 Bathing permission form

Name of child(ren):

Name of parent/carer:

As the parent/carer of the child(ren) named above, I give permission for my child to be bathed by the childminder, Susan Formstone in a situation where this becomes necessary.

I also give permission for my child to play in a shallow water paddling pool under the close supervision of the childminder, Susan Formstone.

Signature:(Parent/Carer) Date:/...../.....

8.7 Transporting in a vehicle permission form

Name of child(ren):

Name of parent/carer:

As the parent/carer of the child(ren) named above, I give permission for my child to travel in a vehicle with the childminder, Susan Formstone. I understand that my child will travel in an appropriate child seat for their age, weight and height.

Signature:(Parent/Carer) Date:/...../.....

8.8 Special outings / visits permission form

Name of child(ren):

Name of parent/carer:

As the parent/carer of the child(ren) named above, I give permission for my child to travel in a vehicle with the childminder, Susan Formstone to:

.....

I understand that my child will travel in an appropriate child seat for his age, weight and height.

I understand that I am responsible for paying the entry cost of this visit for my child and enclose cash/cheque for the sum of:

Signature:(Parent/Carer) Date:/...../.....

8.9 Sun protection cream application permission form

Name of child(ren):

Name of parent/carer:

As the parent/carer of the child(ren) named above, I give permission for my child to have sun protection cream applied by Susan Formstone.

I will supply the following brand of sun cream for my child.....

However, I understand that if I do not supply any sun cream, then the childminder will use her own brand to protect my child.

Signature:(Parent/Carer) Date:/...../.....

8.10 Observation permission form

Dear Parent/Carer:

As a childminder caring for your child(ren)

NAME OF CHILD(REN)

There will be regular observations of me (the childminder) working with my own and your children. This is so that the quality of the childminding service can be assured. I will also carry out regular observations of your child to follow and assess their development. This may also be required for any childcare courses I may take in the future)

As the parent/carer of the child(ren) named above, I give permission for my child to be involved in monitoring observations with the childminder: Susan Formstone on a regular basis.

Name of parent/carer:

Signature:(Parent/Carer) Date:/...../.....

9. Admissions

Arrival at a new place or if it is the first time your child has been left or not it is normal for young children to cry or be very upset especially if they are unsure of their new surroundings, who I am and where their parent or carer is going. Therefore, on arrival especially for the first few weeks please try the following when leaving your child - kiss, cuddle and say your goodbyes making your departure as quick and as painless as possible for you both. Children do often cry or get very upset when their parents or carers leave them, try to remember that this is a natural occurrence and the crying will usually stop within a few minutes of the parents leaving. If your child gets extremely upset give them a kiss, cuddle and let them know you will be back later. I know it is difficult but the more you prolong your stay the harder it is on the child. It is not beneficial to hold them for a long period or pick them back up after already putting them down, as this is only an additional separation step for them.

It is important that you keep smiling so your child knows you are happy about leaving them, if they get any negative reaction from you they will play on it. Once you leave the front door I will distract/encourage them to play, and I am sure within a few minutes they will be happy.

Please feel free to call me at any time during the day to check on your child even if it is the first thing you do when you get to work.

Departures/Collection of your child

My normal procedure is to release the child only to his/her parents/guardians or someone else who the parents designate.

If someone other than the parents is to pick up the child, please notify me ahead of time. A verbal notice is fine on the day, if this person is on the list of people who are authorised to pick up your child.

If the person is NOT on that list, I must have written permission to release your child, or we could use a password system or you could show me a recent photograph of the person you have chosen.

Please inform emergency contacts, or people designated to pick up your child, that if I do not know them, and the child is too young to recognise them, then I would need to ask for identification. I do not mean to offend them. This is simply a measure taken for the child's protection.

When collecting your child please be on time, if you are going to be late for any reason i.e. traffic, car, work etc please inform me of this by telephone at your earliest convenience as I may have arrangements to go out or have other children arriving. Please remember I am only registered to care for a certain amount of children for any period of time and I am unable to go above my numbers for registration and safety reasons.

However, if you fail to turn up to collect your child at the collection time or within 30 minutes of collection time I will call you immediately to see where you are. I do understand you may have left work late or you may have got stuck in traffic etc and allowances will be made for this and charges may be applied.

If I am unable to contact you on your given contact numbers and you have failed to make contact with me and explain why you are late. I will understand if circumstances are out of your control and you are unable to contact me due to the nature of you not arriving for your child for example an accident (in extreme cases only).

If you have made no contact within this time period I will refer to the emergency contact list you filled out at the beginning of our contract. I will contact the emergency people listed in order to arrange for them to collect your child, if however I am unable to contact any of the emergency people listed I will contact the social services.

Please note that repeated lateness is unacceptable and it will incur late charges (please refer to your contract for times and fees of late pick ups).

Missing/Lost Child

Children shall not be left unattended, however should a child go missing then the following procedure will be followed:

- All other children will be called together, we will then carry out a search of the immediate area,
- Should the child then not be found the police shall be called and a full description of that child shall be given, including the last time that they were seen.
- The parent/carer shall then be contacted, they will be given information on the action that has already been taken and details of what will happen next.
- In all cases as soon as practicable I shall then compile a report of the incident and pass a copy to the parents/carer and to the CSSIW.

10. Opportunities for play and learning

10.1 Activities planned (a sample of)

Story time

I aim to provide a selection of books for the younger child, including books such as feely books to introduce language skills, explain how the book 'feels' or 'sounds' like. What colour is the book?

We will read a story together as a group, such as 'We're going on a bear hunt', 'Owl babies', or 'The Grufflo' (which were firm favourites with my son and in the playgroup I worked, books which I consider never to lose their appeal) books which the children will become familiar with and in time they will be able to join in with the story. Books should be stimulating, fun and enjoyable

I will plan visits to the local library and let children choose books for themselves, and teach them to value and respect books.

I will find out what TV programmes/Characters the children enjoy and provide comics based on this information. We could also do the colouring and make and do in the comics to encourage creative development.

Outside Play

In the garden we have a seesaw, swing, slide, ride on toys and sand and water play. These encourage the physical development of the child, as well as the social development, such as turn taking.

When playing with the sand and water, we could incorporate language, creative development and maths, by discussing 'full, empty, light, heavy ect.

Music

I will provide small instruments, or even saucepan lids and spoons! Nursery rhymes can become apart of the routine either after or before a story. Children can be encouraged to choose songs for us all to sing, or they could even sing to other members of the group if they wished.

Indoors

There will be a selection of safe, fun and educational toys, to stimulate all areas of Social, physical, intellectual, emotional, language and creative development, such as role play.

Creative

We will carry out creative play exercises, such as play dough, painting and small cooking exercises, such as 'making my own sandwich' cooperating language such as square, triangle, white, brown, as the well as the ingredients used.

General

All activities will be age appropriate depending on the age range of children I have in the setting Children will be encouraged to play alone as well as in a group and how to share and take turns.

Children will be asked what they would like to do, when and where appropriate. These requests will be met where possible, otherwise a clear explanation will be given as to why the activity requested can not be carried out, eg due to weather.

As the adult I will supervise, observe (are the children safe, happy, enjoying what they are doing) and participate in some areas of play also.

Children can bring along their favourite toy/book from home, to help them settle into the new setting. I would never encourage this when the settling in routine has become established, or else the child would have to understand they would be expected to share, or put 'their 'toy in a safe place until home time. I would only advise bringing their own toy during the early days, to avoid a situation where the toy has become lost and the child /parent upset. My own child would also keep any 'special' toys upstairs in his room, which would not be used for the minded children.

I will provide suitable developmental experiences appropriate to the age and stage of development of each child. I will support and stimulate children's social, physical, intellectual, communication and emotional development and build learning into everyday activities rather than 'formal learning'.

Some of the games and activities available:

- Drawing/colouring, crayons, felt pens, pencil crayons
- Painting, finger printing, sponge, stencils, brushes
- Gluing, collage, model making
- Computer (& suitable age-related games)
- Play dough,
- Television/DVD
- Crafts, card making, calendars,
- Interactive games
- Books, story telling, reading
- Celebrations & seasonal activities
- Games, puzzles, jigsaws
- Dolls, pots, pans, toy food
- Music, listening to songs, singing, dancing
- Puppets making/playing Masks Mobiles

Physical Activities (large motor skills)

- Crawling
- Running
- Jumping
- Skipping
- Rolling
- Balancing
- Climbing
- Throwing
- Catching
- Sliding
- Hopping
- Pushing
- Pulling

Outings

- Library
- Picnics
- Carer & Toddler groups
- Park
- Garden centre
- Walks
- Flying Start drop in groups
- Softplay



During school holidays we may go to other places such as soft play areas and the zoo, but I will always let you know in advance.

I can also take your child to the local playgroups if you wish (to be discussed with parent) I can also do drop off and collect from Sealand Primary school.

11. Behaviour

Children can 'help' in deciding what they think is right and wrong, and include some of these in 'their own friendly rules' which we could all refer back to which is in their 'language'

11.1 House Rules

Please remember:

Not to wear shoes in the house

To always sit at the table when eating and drinking

Not to run in the house

Not to throw things in the house

Not to stand or climb on the furniture

To always be polite to each other and say please and thank you

Not to go outside without Sue

Not to swear

To share toys with others

To always tell Sue if you are hungry or thirsty

Not to go into the kitchen on your own

Not to hit, bite, punch, shake, or spit at any other children

To always remember to wash hands after toilet and before meal times

To always remember to wash hands after playing outside.

..... and most importantly remember to have LOTS OF FUN



11.2 Smacking Policy

I operate a strict no smacking policy which is in place at all times. This is not negotiable. No child in my care will suffer any pain or humiliation, as positive discipline is a more effective way of managing a children's behaviour. I will not use physical intervention unless I feel it is absolutely necessary, if I have to then it will be for a very short time and I will use as little force as necessary.

Should a child's behaviour become a cause for concern and my normal positive reinforcement, distraction and explanation methods are not effective, I will discuss possible solutions with the parent or guardian in private and not in front of the child or anyone else, ensuring I am aware of any changes in the child's circumstances (new baby, family bereavement, teething, lack of sleep and illness to name a few).

I have a behaviour management policy in place which is to be discussed and signed by the parent. I will work closely with the parent and communicate any concerns with the child's behaviour whilst in my care.

11.3 Behaviour Management Policy

Aim

The aim of this policy document is to inform parents of the procedures I will employ with children to maintain positive behaviour whilst they are under my care.

Rationale

All registered childminders must meet the National Standards set by CSSIW. Standard 8 is 'Behaviour' [The childminder is able to manage a wide range of behaviour in a way which respects the wishes of the parent(s) and promotes the welfare and development of the children].

I believe that if children are occupied with something of interest, there is unlikely to be a display of poor behaviour. I have consistent expectations about acceptable behaviour. I want children to feel happy and relaxed in my house. However, for my own and all other children visiting my house, I have a general code of conduct for behaviour which I would enforce only as the need arises:

- Children should understand that ornaments often have some, if only sentimental, value to adults and should not be played with as toys.
- Children will be asked not to stand on sofas and chairs in the lounge and dining room as this is dangerous and shortens the life of the furniture.
- Children will be shown positive examples of how to treat toys and books with respect in order to maintain them in good working condition.
- Good manners and appropriate use of language should always be demonstrated.
- Good examples regarding table manners to be displayed.
- Physical contact, such as biting, hitting and kicking will not be tolerated.

I encourage good behaviour by constantly using praise. I believe in good manners and encourage children to use 'please' and 'thank you' (or a version of these!) from an early age.

In the event of a display of unwanted behaviour, I would manage this positively and would never, under any circumstances, use physical punishment or threats of physical punishment. Apart from not believing that physical punishment or threats of them are right, these actions taken by a childminder are unlawful. Firstly, I will endeavour not to make a 'big issue' of the behaviour as this can often encourage young children to 'perform' further. I will remain calm and use a quiet, but assertive tone to my voice. For unwanted behaviours, I will consider the age of the child and what may be the appropriate action to take, for example I may use simple distraction technique – lifting the child away from the situation and walking with them in to another room to look at pictures on the wall or look in a mirror or remove the child from the situation whilst considering their safety. For an older child, and in the case of a more serious problem, I may ask them to stop the unwanted behaviour and warn them that if I get to 10 whilst counting, they will be removed from the room or have a toy taken from them temporarily etc. I will follow this action through. In the case of all children including older children, if persistent unwanted behaviour is present, I will bring it to the parent's attention.

I will discuss generally with parents the methods I would use to manage unwanted behaviour before a child is placed in my care. However, should the need arise, for example in the event of a child becoming very disruptive over a period of time, I will discuss and document a plan of action with parents and hopefully the unwanted behaviour will be tackled mutually.

Unless there is a necessity to prevent personal injury to your child, another child or me or seriously damage property in my house, I would not use any physical intervention e.g. holding to restrain. If there is a necessity to do this as a last resort, the incident will be recorded and the parent informed of the incident on the same day it occurred.

11.4 Bullying Policy

I will not permit any form of bullying in my home

Bullying can be:

- Physical: pushing, kicking, hitting, biting etc
- Verbal: Name-calling, sarcasm, rumour spreading and teasing
- Emotional: Excluding, ridicule, humiliation, tormenting
- Racist: taunts, graffiti and gestures

Being bullied can result in the victim having depression, low self-esteem, shyness, poor academic achievement, isolation and in very extreme cases threatened or attempted suicide.

If a bully is left unchecked they will learn they can get away with violence and aggression. A bully has a higher chance of acquiring a criminal record and not being able to have good relationships when they become an adult.

If I have any concerns that a child in my care is being bullied while in my care or is bullying, I will discuss the matter with you immediately. I will work with you to support your child to resolve the problem.

If your child is being bullied:

- I will reassure them that the bullying is not their fault
- Tell them that I care about them and am 100% on their side
- I will give them lots of praise, encouragement and responsibilities to help them feel valued
- I will work with you to help the child to develop techniques to deal with the bully- assertiveness, walking away.

If your child is the bully:

- I will reassure your child that I still care about them but it is their behaviour I don't like and I will work with them to help change this
- I will work with your child to find ways to make amends for their actions
- I will develop a reward structure for good behaviour
- I will discuss the matter with you, not in front of your child, to see if there are any problems that may have triggered the bullying.

If you have any concerns regarding your child please discuss them with me as soon as possible. It is much better to deal with these problems before they become major issues.

12. Health Care

12.1 Sun protection cream application permission form – please see section 6.9

12.2 Contents of first aid kit

- Plasters
- Scissors
- Bandages
- Sterile Dressings
- Thermometer
- Antiseptic Cream
- Disposable Gloves
- Antiseptic Wipes
- Notes on first aid procedures.



12.3 Sickness Policy and Emergencies

My registration will not allow me to care for any child who is ill.

Under no circumstances may a parent bring a sick child for me to care for. I will not accept an unwell child who may present infection or hygiene issues towards other children in my care, including my own family.

- Any child with an infectious disease must be kept at home (eg. measles, mumps, food poisoning)
- Any child suffering from sickness and/or diarrhoea must be clear for **48 hours** before returning to the childminding setting.

I reserve the right not to accept an unwell child who may adversely affect the care I am able to offer to the other children in the setting, or any child who needs the emotional support of their parent/main carer during their illness

If a child becomes ill whilst in the childminding setting, parents will be contacted and informed and a decision will be made whether it is appropriate for the child to be collected.

(Confirmation of any notifiable disease will be reported to the Public Health Authority and CSSIW).

I shall require your permission to give your child any medication, including Calpol. It is very important you inform me if your child has had Calpol or any medication before arriving at the setting, as another dose could lead to an overdose. If I feel whilst your child is in my care he/she requires Calpol due to a temperature or any other reason, I shall do my best to contact you first. If you cannot be reached on the contact numbers you have provided, then I shall have no choice but to seek advice from NHS direct before administering any medication. In extreme situations then a 999 call would be made.

Any sick child in the setting will be cared for according to first aid training and regulations. Medicines (either 'over the counter' or prescribed) cannot be administered without the prior written consent of parents. I will seek medical or professional opinions where necessary. (Please see my **Emergency Policy** for situations needing hospitalisation.)

All absence due to the sickness of the child (or parent) will be payable in full.

In the rare case of either myself, one of my children or my husband is ill, I will contact you immediately to ask you to arrange alternative care, depending on the nature of the illness, and advise you roughly how long I will be unable to care for your child. No fees will be charged if I, or another family member is ill.

Sick children expose other children to the infection and require additional care and attention that I am unable to give. In my experience sick children want to be cared for by their parents in the comfort of their own home.

Medical Emergencies

Minor bumps and scratches are inevitable and I will make every effort to keep the children safe while they are in my care. Minor injuries receive appropriate first aid and if an emergency injury or illness occurs, then you will be contacted as soon as possible. If necessary, I will take your child to the nearest hospital or their own GP, where I will ask you to meet us.

Accidents

I am required to record all injuries to children left in my care, whether they occur during their time with me or not. I have a separate accidents or existing injuries sheet for each child, which will need to be filled in and signed by a parent.

- All first aid training will be kept up to date
- The childcare setting has a fully equipped first aid box
- Minor injuries will be dealt with at home and the parent asked to sign the accident book

In the case of an accident requiring hospital care, I will contact the parents and the emergency services, if necessary, and accompany the child to the hospital, where I will meet the parents. I will contact my emergency childminder, a member of my family or a close friend to look after any other children in my care. In a life or death situation, if the parents have not arrived I will hand over responsibility to the medical experts.

If an accident does occur to your child whilst in my care, they will be logged in the accident book with a brief explanation of how the injury occurred and any treatment given. Your signature will be required to say that you have been informed.

If I am suddenly taken ill, then I will contact my emergency childminder or a member of family who will be able to carry on caring for your child until you arrive to collect them. You will be informed of this immediately. My emergency childminder is Mrs Pam Nicholls, whose details I would provide if the need arose in an emergency situation.

Procedure if a child goes lost or missing

Children will be safely supervised when we go out and about and they will be taught road safety and be made aware of 'stranger danger'.

If a child should go missing, I will contact the police and search the area immediately. I will then contact parents, followed by The Care and Social Services Inspectorate Wales. The incident will then be recorded and documented.

Procedure if a child is not collected

If a child is not collected within thirty minutes of the agreed collection time and no contact has been made from the parents to advise of the situation, I will try calling the parents first, followed by the emergency contact numbers. The child will be continued to be looked after safely by me during this time.

After an hour from the agreed collection time, where no contact has still not been received from the parent or an emergency backup contact for the child, I will contact The Local Authority Duty Social Worker

Telephone: 01352 701000
Out of hours: 0845 0533116

If an accident does occur to your child whilst in my care, they will be logged in the accident book with a brief explanation of how the injury occurred and any treatment given. Your signature will be required to say that you have been informed.

If I am suddenly taken ill, then I will contact another childminder in who is known to me or a member of family who will be able to carry on caring for your child until you arrive to collect them. You will be informed of this immediately.

12.4 Administating Medicines

If medication needs to be administered to a child in my care, I am required to have written signed instructions detailing dosage and frequency. I also require that each parent completes and signs a medication sheet for each child to be left in my care.

I am happy to administer medicine to a child, but I will need written consent to do this.

I will also need the information sheet provided with the medication stating doses, and what the side effects could be, so I know what 'symptoms' and side effects to keep an eye out for, and to report to you, the parent/carer of the child.

The consent will include your child's name, name of medicine, amount to be administered and how often. The form must be signed and dated by you and me.

Please also see Standard 10 Medication

12.5 Health & Hygiene

I believe that good hygiene is essential in any home or place of work, therefore, all cleaning duties take place daily.

Carpets are vacuumed as required or at the end of the day and the vinyl floors are mopped and disinfected at the weekend or as required during the week after child minded children have left the premises.

Any cutlery and pots that have been used are washed up as soon as possible in hot soapy water.

I check all the toys that have been used throughout the day for damage and any broken ones are thrown away. Toys are cleaned and disinfected regularly.

The kitchen and toilet are cleaned each day with an antibacterial solution and toilet is wiped after every use.

Any food that is left during meal times is thrown away and never reheated.

I encourage every child to develop a responsibility in the interest of personal hygiene. The children wash their hands before they eat food and after using the toilet.

Children will learn to how and why to flush the toilet after each use and to wash their hands.

I will teach children to put their hand over their mouth when coughing or sneezing to prevent the spread of germs.

Wipes and tissues will only be used once and only on one child. I will ask parents to provide their child's baby wipes and nappy cream if required, as parents may have a preference or the children may have an allergy to certain products.

Baby's and toddler's nappies/pull-up are changed when wet and soiled, all nappies will be placed in a nappy bag and put into a Tommy Tippee sterile nappy container (my hands will be washed before and after changing a nappy/pull-up and the changing mat is disinfected after each use).

I ask parent/guardian to supply a change of clothes for their child/ren. All items provided by a child's parent will only be used for that child. I will clean/sterilise any dummies; teething aids or comforters and such items will not be shared amongst the other children.

I have a list of notifiable diseases, which can be found, within my policies.

If you would like your child to brush their teeth through the day please supply toothbrush and toothpaste.

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12.6 Allergic Reactions

It is important that you inform me of any allergies your child may have. This could be: allergic to dairy foods, nuts, bee stings, etc.

Please let me know if your child uses an Epi-pen.

12.7 Food handling

I will wash my hands and clean all surfaces before preparing food.

No food is re heated and no left over food will be offered to a child.

No out of date food will be offered to a child.

All food will be freshly cooked.

Baby food including formula milk will be warmed via use of a kettle and I will test it before giving to your child. All food will be kept in the kitchen while it is being heated to prevent scalding accidents. Hot water will be immediately thrown away.

I will inform the child's parent/carer of any food that I will give them whilst in my care and I will have on record any allergies a child may have.

12.8 Exclusion Policy

As a quality childcare provision I will take whatsoever actions deemed necessary to protect and ensure the continued health of all children entrusted into these childcare facilities. As part of those actions I have drawn up this Exclusion Policy.

It will remain confidential how this policy is carried out and any requirements as set out by CSSIW will be met.

General Statement

The ease at which communicable disease's can be transmitted to others necessitates that in order to minimise the danger all parents/guardians play an active role in its control. Indeed sneezing, coughing, touching, vomiting and closeness can all be serious avenues of potential cross contamination. Communicable diseases, illnesses, infections, viruses and even head lice know no boundaries.

Childminders should not care for a child with a suspected or an infectious disease, to do so would put other children and their families at risk including my own. I will need to inform the other parents with children in my care of any infectious diseases. I would always be discreet and understanding in the situation. There may be times depending on the severity of the infectious diseases that I would have an obligation to inform the relevant authority, again the utmost respect and confidentiality will be shown at all times.

12.9 Notifiable infectious diseases

The notification system in England and Wales is the oldest national system for collecting statistics on communicable diseases. The Infectious Disease (Notification) Act 1889 was introduced to identify and prevent the spread of infectious diseases. Many of the diseases notifiable under that Act are now rare or have been eliminated in England and Wales, but other diseases have been added to the list which now covers 29 infections.

(ref Health Protection Agency Website)

Diseases notifiable (to Local Authority Proper Officers) under the Public Health (Infectious Diseases) Regulations 1988

- Acute encephalitis
- Acute poliomyelitis
- Anthrax
- Cholera
- Diphtheria
- Dysentery
- Food poisoning
- Leptospirosis
- Malaria
- Measles
- Meningitis
- Meningococcal septicaemia (without meningitis)
- Mumps
- Ophthalmia neonatorum
- Paratyphoid fever
- Plague

- Rabies
- Relapsing fever
- Rubella
- Scarlet fever
- Smallpox
- Tetanus
- Tuberculosis
- Typhoid fever
- Typhus fever
- Viral hemorrhagic fever
- Viral hepatitis
 - Hepatitis A*
 - Hepatitis B*
 - Hepatitis C*
 - other*
- Whooping cough
- Yellow fever
- Leprosy is also notifiable, but directly to the HPA, CfI, IM&T Dept

12.10 Exclusion periods for the common infectious diseases

<i>INFECTION</i>	<i>Incubation period</i>	<i>Infectious Period</i>
<i>Chickenpox</i>	<i>From 2 days before to 5 days after appearance of the rash.</i>	<i>From day before rash appears until spots are dry.</i>
<i>Cold Sores</i>	<i>While sores are present.</i>	<i>Not necessary</i>
<i>Conjunctivitis</i>	<i>While active</i>	<i>24 hours after treatment has started & improvement seen.</i>
<i>Diarrhoeas</i>	<i>While there is diarrhoea.</i>	<i>Until well & diarrhoea has stopped. Young children will be excluded for 48 hours after diarrhoea has stopped.</i>
<i>Measles</i>	<i>7-12 days</i>	<i>A few days before rash appears until five days after it goes</i>
<i>Glandular Fever.</i>	<i>For several weeks.</i>	<i>Until well.</i>
<i>Whooping Cough</i>	<i>7-14 days</i>	<i>From first signs of illness until after about six weeks after cough started, unless antibiotics given.</i>
<i>Head Lice</i>	<i>Whilst Lice & Eggs are present.</i>	<i>2 days after treatment commenced & head cleared.</i>
<i>Rubella (German Measels)</i>	<i>14-21 days</i>	<i>From a few days before illness starts until week after rash first appears.</i>

Meningitis

Can be serious, especially in babies and young children.

There are two types: Viral, which is more common and usually less serious, and bacterial, which is relatively rare but extremely serious, and needs urgent treatment with antibiotics.

How to recognize it

Child may be usually irritable, other signs include, pain and stiffness in neck, joint pain, dislike of bright lights, rash of red/purple spots/bruises which don't fade when pressed with a glass tumbler or finger. In a baby, a high pitched moaning or cry. If the child becomes drowsy, confused, limp, floppy unconscious, treat as **emergency** and get the child to hospital straight away, call parents.

12.11 Potty/Toilet Training Policy and Nappy changing Policy

Baby's and toddler's nappies/pull-up are checked regularly and changed when wet and soiled, all nappies will be placed in a nappy bag and put into a Nappy bin (which keeps odours at bay and nappies out of other bins. (My hands will be washed before and after changing a nappy/pull-up and the changing mat is disinfected after each use). I will wear gloves for each nappy change.

I will be aware of any changes, such as in stools, if a child appears to be constipated or stools are an unusual colour. I record this information in the parent/childminder diary.

When you feel your child is ready to start potty training please let me know and we will discuss putting it into practice. I will not pressure your child to use the potty but I will keep asking them if they need to go. I find the key to potty training is making sure your child is ready and understands when he/she needs to go, for example they may not like the feeling of a wet or dirty nappy, tell you when they are doing something or need to use the potty, they have dry periods for at least 3 to 4 hours, can pull their own pants up and down, shows an interest when watching you use the toilet.

Toddlers are usually ready to start toilet training after the age of two; however, some take much longer before they decide they are ready to use the toilet. I will never force your child to sit on the potty if they are not interested or if they don't want to.

Toilet training will only be undertaken with the parents say so/permission. I believe in continuity of care between all who care for the child.

I will encourage them to produce something when attempting the potty (using reward stickers). I can guarantee there will probably be a few accidents along the way but under no circumstances will I get angry or shout at your child as after all they are learning a new skill and to master the process takes time as with any new skill it is not learnt over night.

After a couple of weeks/months (depending on the child) I will encourage your child to use the toilet. I will make it fun to use the toilet showing them how to flush the toilet and wash their hands. (I have a step up to the toilet and a toilet seat so they will feel safe at all times).

Please ensure that your child is dressed appropriately to aid in the potty training process, making sure that the clothes can be quickly and easily removed to help prevent accidents.

During this process I would appreciate several changes of clothes as many accidents will happen before your child becomes dry.

13. Medication

13.1 Administering Medicine / First Aid in an Emergency permission form

Name of child(ren):

As the parent/carer of the child(ren) named above, I give permission for my child to receive first aid treatment by **Susan Formstone** in an emergency and for her to administer pain relief in a situation of an extremely high temperature which could lead to convulsions if the child's temperature cannot be controlled naturally.

Name of parent/carer:

Signature:(Parent/Carer) Date:/...../.....

13.2 Accidents and health

Aim

The aim of this policy document is to inform parents of my policy regarding accidents in the childminding setting.

Rationale

All registered childminders must meet the National Standards set by CSSIW. Standard 9 is Health Care [The Childminder in consultation with parent's address the child's health care needs, taking any action that is necessary in agreement with the parent (s)].

Children in my care will be supervised sufficiently to ensure that they are safe at all times. I will do as much as I can to minimise hazards and risks to children both inside and outside the premises and on visits. Children will be able to play safely outside with the side gate and back gate locked with a padlock. I request that children are provided with sun hats and sun cream in the summer months and that they understand something about the importance of using these. I will avoid taking children out to play in extremely hot weather and will avoid the hottest part of any summer day. Children will be taught the importance of not putting unclean hands in their mouths while outdoors and certainly not any plant. Hand washing will always take place when returning inside from the garden.

We have smoke alarms (which are maintained in a working condition) throughout the house. Your child together with mine will practise an emergency escape plan at least 3 times a year.

You may feel that it is necessary for your child to use a walking harness or wrist strap whilst out walking with me. This will be discussed with you when we meet.

I am a member of the PACEY and have public liability insurance. This certificate will be displayed with my registration certificate.

You will find our house clean and hygienic. Children will learn about personal hygiene through their daily routine. We discourage outdoor shoes being worn inside as the children spend a lot of time playing on the carpets and crawling around floors and small, sharp stones can be brought inside on shoes. I will provide separate face cloth and towel for each child. Food will be hygienically stored and prepared.

Please note the following points with regards to medication:

- I will not administer any medicine or other treatment unless the parent has discussed its use and given prior written permission. This forms part of the written contract.

If permission is given to administer medication:

- The medicine will be stored in its original container, clearly labelled and inaccessible to children.
- I will not usually administer any medicine that has not been prescribed by a doctor. The use of 'Calpol' for emergencies will be discussed with you and noted in the contract.
- A written record of all medicines given will be kept. The parent will be asked to sign this record book to acknowledge an entry.

A first aid box will be kept on the premises. You will need to provide evidence for my records if your child has any known allergies. You will also need to give written permission at the time of accepting a place, for me to seek any necessary emergency medical advice or treatment whilst your child is in my care. **I will keep all contact numbers and medical information in a place that is private but accessible at all times.**

In the unfortunate event of an accident:

- The child will be kept calm and reassured
- All cuts and bruises will be treated with either cold water or ice pack only

- A dressing will be applied if the wound does not stop bleeding quickly and only if the child is not allergic to the dressing. Gloves will be used to deal with bloody wounds.
- The child will be given lots of tender loving care after the accident
- All accidents will be recorded in the accident and incident book and signed by the parent.

Personal Emergency Plan

In the case of a more serious accident or situation where medical help may be needed, the following procedure will be put into action:

- The situation will be made safe for all children where necessary.
- First Aid will be given (where permission has been granted from the parent)
- I will ensure my mobile phone is within reach at all times and my home phone is in good working order. Failing this, I will use a neighbour's phone.
- Assistance will be called for (where permission has been granted from the parent) – an ambulance will be sent for by dialling 999 and all necessary details of the situation will be given.
- First Aid will continue to be administered as necessary until the ambulance arrives. If the casualty's situation deteriorates, 999 will be dialled again.
- The parents will be called and informed fully of the situation. This may have to be after the ambulance arrives, if first aid still needs to be given.
- The situation will remain calm and other children kept clear of the casualty.
- All registration details of the child must accompany the child to hospital if they have to go. *(All details kept in a lockable plastic carry-folder situated in lounge, kept in the filling cabinet situated in our dining area)*
- Where necessary I will accompany or follow the child to the hospital.
- The accident/incident will be recorded in detail and signed by the parent.

13.3 Accident Form

Accident forms are from PACEY

14. Snack Policy

Setting:	Sue Formstone (Little Angels)	Date policy adopted:	25 th July 2016
Person responsible for policy:	Sue Formstone	Date for review:	24 th July 2017

STATEMENT OF INTENT:

I regard snack and meal times as an important part of the day. Eating represents a social time for children and adults and helps children to learn about healthy eating.

AIM:

To provide healthy and nutritious snacks in between meals to meet the dietary needs of children and to establish good food choices and social eating practices for life.

THE EATING ENVIRONMENT:

- Snack times will be at structured times not too close to meal times I operate a continuous snack programme where children can eat their snack when they feel hungry.
- Carers will sit with the children when they eat and encourage good eating habits and table manners.
- Children will be given plenty of time to eat.
- Children will be allowed to serve themselves where possible and choose their own snacks.
- Children will feed themselves if appropriate
- Children will be encouraged to try new foods.
- Carers will praise children for eating well and trying new foods.
- Food will link to activities taking place in the setting where possible.
- Food will not be used as a reward.
- Withholding food will not be used as a form of punishment.
- Good hygiene procedures will be reinforced at all times following the 'Mind the Germs' guidelines.

FOOD:

- All children will have suitable snacks available dependant on their age, development and needs. This will include children with special dietary requirements.
- On special occasions, such as birthdays, a shop bought birthday cake will be provided, this should be boxed and sealed, and each child will have a small portion sent home with them. The remainder will be boxed and sent home with the birthday child to share with their family.
- Food labels will be read (using the traffic light labelling system) to ensure that all snacks are nutritious, tasty and tooth friendly.
- Snacks will be a combination of at least two of the four main food groups always including fruit, salad or vegetables.
- The snack menu is planned in advance and includes a good variety of suitable snacks, inline with the Welsh Governments 'Food & Health Guidelines for Early Years & Childcare Settings'.

DRINK:

- Children will be provided with semi skimmed milk or water.
- Water will be freely available to children at all times.
- Children will be given drinks in a lidless cup.

PARENTS:

- Parents will be advised if their child is not eating well.
- Parents of children on special diets will be asked to provide as much information as possible about suitable foods. In some cases, parents may be asked to provide food themselves.
- Advice will be given to parents about suitable foods to bring from home.
- Parents are encouraged to offer snack suggestions and comment on the snack policy.

**Adapted from Denbighshire County Council's Snack Policy*

Initial assessment with the child and parent will distinguish the child's likes and dislikes, also I will take into account any cultural dietary requirements and allergies the child may have

Please note there is a list of fourteen allergens including nuts, peanuts, milk, soya, wheat, gluten to name but a few. In accordance with the 'Food Safety Regulations' It is my responsibility to inform you that the food I provide may contain traces of any of the fourteen allergens on the list. I have a copy of the list should you wish to see it, **however it is your responsibility to inform me as to whether your child suffers from an allergy, so I can ensure I cater and meet their needs.**



I will store, prepare and cook food hygienically and in accordance with the 'Food Hygiene Regulations'.

15. Suitable person policy document

Aim

The aim of this policy document is to inform parents of my policy regarding my suitability to look after and care for your child.

Rationale

All registered childminders must meet the National Standards set by CSSIW. Standard 12 is 'The Childminder as a Suitable Person' [**The Childminder and any assistant are suitable and have the appropriate skills, experience and qualifications to address the needs of the children**].

Children in my care will be supervised in line with the National Standards.

I have gained many qualifications including:

- National Vocational Qualification Level Three – Childcare Early Years and Education
- National Vocational Qualification Level Four – Childcare, Learning and Development
- Diploma In Playgroup Practice
- First Aid
- Safeguarding
- Introducing Childminding Practice
- Disability Awareness Level 2
- Foundation Degree in Childhood Studies

I am currently studying a Part Time, BA (Hons) Degree in Childhood Studies with Glyndwr University

As well as being registered with the CSSIW, I am also a member of PACEY and work with Flying Start to deliver Flying Start childcare provision.

I have been working with children in various roles since 1996.

I have an 'Enhanced Disclosure from the DBS – as does my husband Karl. My son Scott also has a DBS has this applies to all household members aged 16 and over.

Policy Completed by Susan Formstone

Policy Review Date Continual

16. Equal Opportunities

16.1 Equal Opportunities Policy

Aim

The aim of this policy is to inform parents of my values and practices regarding equal opportunities in the childminding setting.

Rationale

All registered childminders must meet the National Standards set by CSSIW Standard 14 is 'Equal Opportunities' [**A Childminder actively promotes equality and opportunity and anti-discriminatory practice**].

In my role as parent and childminder, I am committed to providing a service where each child is treated as an individual and with equal concern. In my provision of the childminding service, I will consider the whole child including his/her stage of development, capabilities as a learner, individual needs (e.g. for a particular diet, home language), home routine, state of health, likes/dislikes, physical strength and abilities, past experiences etc. Every individual will be helped to reach their potential and I will not discriminate against racial origins, cultural or social background, gender or additional needs. My intention is to provide opportunities for all children so that they can learn, develop, progress and achieve and go on to grow into capable, fulfilled and happy adults.

I aim to create a childminding environment which shows all children that they are welcome in my home whatever their gender, skin colour, cultural background, family background or disability. I will endeavour to use materials and display images of girls, women, boys and men of a range of ages, people of various racial origins and cultural/religious groupings, various family groupings, disabled people. I will try to show children different cooking equipment, ingredients and clothing used in various cultures and have written materials in various languages or else borrow these from the local library.

In order to help children feel that they are welcome in my home and that they "belong", I would particularly like to use materials which reflect the backgrounds of the children that I care for and to this effect, I will ask parents if they can suggest and help me to select suitable materials e.g. a photograph of the child in his/her family setting, a religious artefact etc. I hope parents understand that this will help me show the child that I am valuing their individuality and background.

Children living in Britain are growing up in a very diverse society and so need to learn about people who will be their work colleagues and neighbours. An obvious advantage of the childminding setting for early years care is that when the children are out and about at the shops, library, park and children's places of interest, they are experiencing diversity first hand. Children will accept and tolerate differences without question if they have enough of these first hand experiences of mixing with people who are different from them. I will also try to provide positive images of a wide range of people taking responsible, challenging and influential roles in caring, domestic and creative roles. These images will help to show children the range of roles open to them as they grow up whatever their colour, gender or disability.

17. Financial Procedures

I am registered with the Inland Revenue for tax and National Insurance.

I have all the necessary insurances in place to carry out my duties as a self-employed childminder.

18. Quality Assurance

I am a quality assured childminder.

18.1 Please see Standard 15 Suitable Person

19. Complaints Policy Document

Aim

The aim of this policy document is to inform parents of what to do in the event of them having a complaint against me in the role of childminder of their child/children.

Rationale

All registered childminders must meet the National Standards set by CSSIW. Standard 17 is 'Complaints with Parents'. I believe that good communication with you is vital for your child to remain happy in my care. Consequently, the contract of service will be drawn up on acceptance of a place, so that exact needs for the child can be discussed and documented. Please discuss if you wish to amend your contract, contracts are reviewed regularly.

On a daily basis you will have an opportunity to exchange information about your child. If you request, you will also be given written information about the child's day e.g. activities participated in, food and drink, sleep and other notes of importance e.g. with regards development.

Please also feel able to approach and speak to me straight away if you have any concerns or feedback about my service and encourage your child to do the same where appropriate. I will also talk to you immediately if any concerns arise on my part. This may mean that any problems can be remedied in a friendly and open way as soon as they arise. The simple solution may be found merely by returning to the original contract and amending it if necessary. All concerns will be logged and dealt with sensitively and confidentially.

I will treat seriously any complaint made by a child and this will be discussed with a parent present.

Formal Complaints

If, having discussed your concern with me, you feel that the issue has not been resolved, please let me know. We can then discuss this issue further. If after further discussions, you still feel the same way, then you may need to make a formal complaint to me in writing or by e-mail.

If you make a formal complaint to me, I am required to investigate the complaint fully. I will provide you with a written outcome of the findings of the investigation within 14 days of receiving the complaint, this can be increased to 28 days if necessary. I will tell you about any action I intend to take as a result of the findings and you can request written confirmation of this action in writing or by e-mail. I will keep a record of all complaints and share appropriate information from that record with you if requested.

If your concern is one relating to my registration as a childminder, contact:

CSSIW
North Wales Regional Office
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ
Tel: 0300 062 5609
Fax: 0300 062 5030
Email: cssiw.north@wales.gsi.gov.uk(N.B. CSSIW will not investigate

complaints relating to disputes over employment matters, contracts or payments.)

If you are making a complaint because you are not happy with my investigation or outcome, it is best to write to CSSIW enclosing a copy of the original complaint, the findings and action proposed or taken and state the reasons why you are not satisfied.

20. Child Protection

I will comply with local child protection procedures approved by the Area Child Protection Committee. The protection of your child is my first priority. Any concerns about abuse will be recorded and I am required to notify the relevant authority.

20.1 Definition of a child in need of protection

- A child in need of protection is a child who is either suffering abuse or likely to suffer abuse.
- 'Likely' means that there is evidence of facts which indicate a real possibility of abuse.
- An abused child is a child suffering either significant ill treatment, which include sexual, physical, emotional abuse and neglect.

20.2 Reporting suspicions of abuse

Any person with concerns or suspicions about a child in Flintshire being harmed should contact: The Duty Social Worker, Duty and Assessment Team, Children's Services, County Offices, Connah's Quay, Deeside, Flintshire CH5 4HB. Telephone: 01352 701000. If you wish to contact outside of office hours, please telephone the Duty Social Worker on: 01352 753403

Signs of harm, abuse and neglect include:

- Bruising, burns or injury
- Anxious, nervous behaviour
- Distant and withdrawn
- Something a child has said
- Sexual knowledge & behaviour
- Excessive behaviour
- Self harm or attempted suicide
- Running away
- Unhygienic home
- Health & development problems
- Excessively over or underweight
- Home alone

We will discuss your concerns with you and ask you for as much detail as possible. We will investigate your concerns and if necessary make a plan to protect the child. This may involve adding the child's name to the Child Protection Register. We will respect your right to confidentiality.

Flintshire County Council is responsible for leading and co-ordinating child protection services within the county. We work closely with schools, North Wales Police, health agencies, doctors, health visitors and other agencies. Agencies working together to protect children from significant harm is planned and monitored by the Area Child Protection Committee (ACPC), a county organisation on which all these agencies are represented.

(ref: Flintshire County Council Web-site)

20.2.1 Child Protection Policy

My first responsibility and priority is towards the children in my care. If I have any cause for concern I will report it, following the All Wales Child Protection Procedures. The relevant local procedures that are held by me are available on request. I understand that child abuse can be physical, sexual, emotional, neglect or a mixture of these. I must notify the Care Standards Inspectorate for Wales (CSSIW) of any allegations of abuse, which are alleged to have taken place while the child is in my care.

I have copies of, and am familiar with, the All Wales Child Protection Procedures. Every six months I check that I have the latest version of the relevant procedures (or any documents that may replace them in the future).

If I am concerned about a child's welfare, I may contact the local authority, the NSPCC, PACEY, or other relevant support services for advice, providing this does not affect confidentiality.

Child protection concerns that could identify a particular child are kept confidential and only shared with people who need to know this information.

Parents must notify me of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which will be recorded.

I will work in partnership with parents and communication confidentiality and concern must be used at all times to make sure the care of their child is met at all times

I keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications, for example, Who Minds? This helps me be aware of the signs of abuse or neglect and what to do if I have a concern

If I notice:

- significant changes in behaviour
- unexpected bruising or marks
- any comments made which give me cause for concern
- deterioration in general wellbeing which causes concern

I will implement the All Wales Child Protection procedures in Wales, without delay to minimise any risk to the child. I will call the local social services' duty desk and follow it up with a letter within 48 hours. I will keep a factual record of the concern and will ask the parents for an explanation, providing it would not put the child at risk.

The national standards for registered childminders in England and Wales require me to let CSSIW know of any concerns that I have reported without delay.

If a child tells me that they or another child is being abused, I will:

- show that I have heard what they are saying, and that I take their allegations seriously
- encourage the child to talk, but I will not prompt them or ask them leading questions. I will not interrupt when a child is recalling significant events and will not make a child repeat their account
- explain what actions I must take, in a way that is appropriate to the age and understanding of the child
- write down what I have been told using exact words where possible
- make a note of the date, time, place and people who were present at the discussion
- then report my concerns immediately to the duty social worker who has the experience and responsibility to make an assessment of the situation.

If an allegation is made against me, I will report it to CSSIW and social services following the All Wales Child Protection Procedures. I will also contact the safeguarding children service for advice and support at PACEY.

In all instances I will record:

- the child's full name and address
- the date and time of the record
- factual details of the concern, for example bruising, what the child said, who was present
- details of any previous concerns
- details of any explanations from the parents
- Any action taken such as speaking to parents.

It is not my responsibility to attempt to investigate the situation myself.

Useful telephone numbers

Service	Telephone No
Local social services duty desk	01352 701000
Local police station	01244 814444
CSSIW	0300 062 5609
PACEY allegations and complaints service for anyone concerned about the welfare of a child	0845 880 0044
PACEY Safeguarding Children Service	0845 880 0044
PACEY regional office	01244 543159
NSPCC child protection helpline – 24-hour helpline for people worried about a child	0808 800 5000

20.3 Confidentiality Policy

As a registered childminder I can guarantee that any information about parent/carer and their child will be kept strictly confidential and will not be passed on to anyone without your permission. All documentation will be locked away in a filing cabinet.

Under the National Standards of Child Care information and records are a necessary part of childminding and I will ensure that all children's information is kept locked away at all times and only brought out when necessary, parent/carer will have access to any information regarding their child but not regarding any other child in my care.

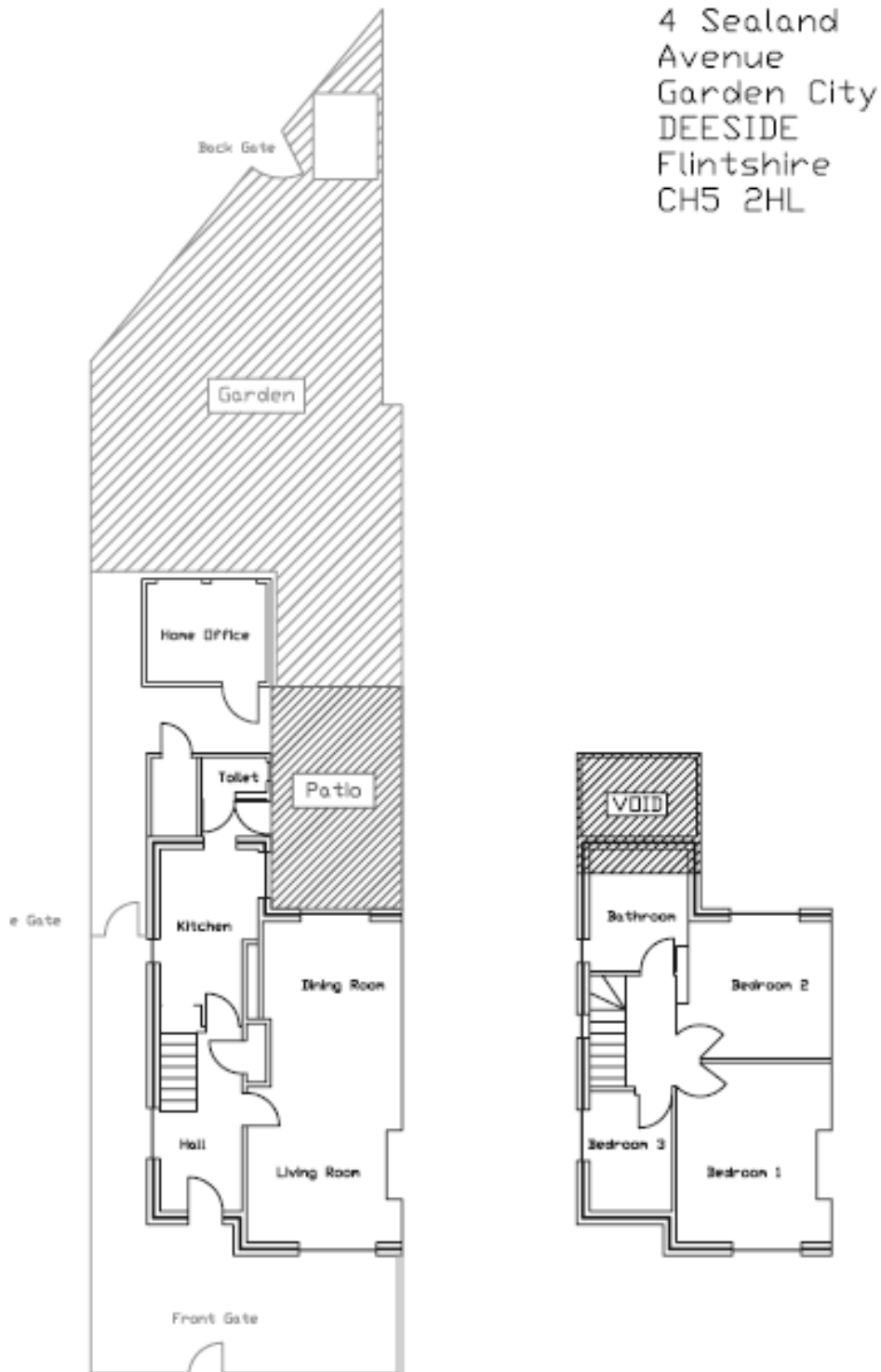
If I suspect that child/ren in my care are being abused then my child protection policy will overwrite the above and all the necessary information will be passed to the authorities immediately.

I have also registered with Data Protection.

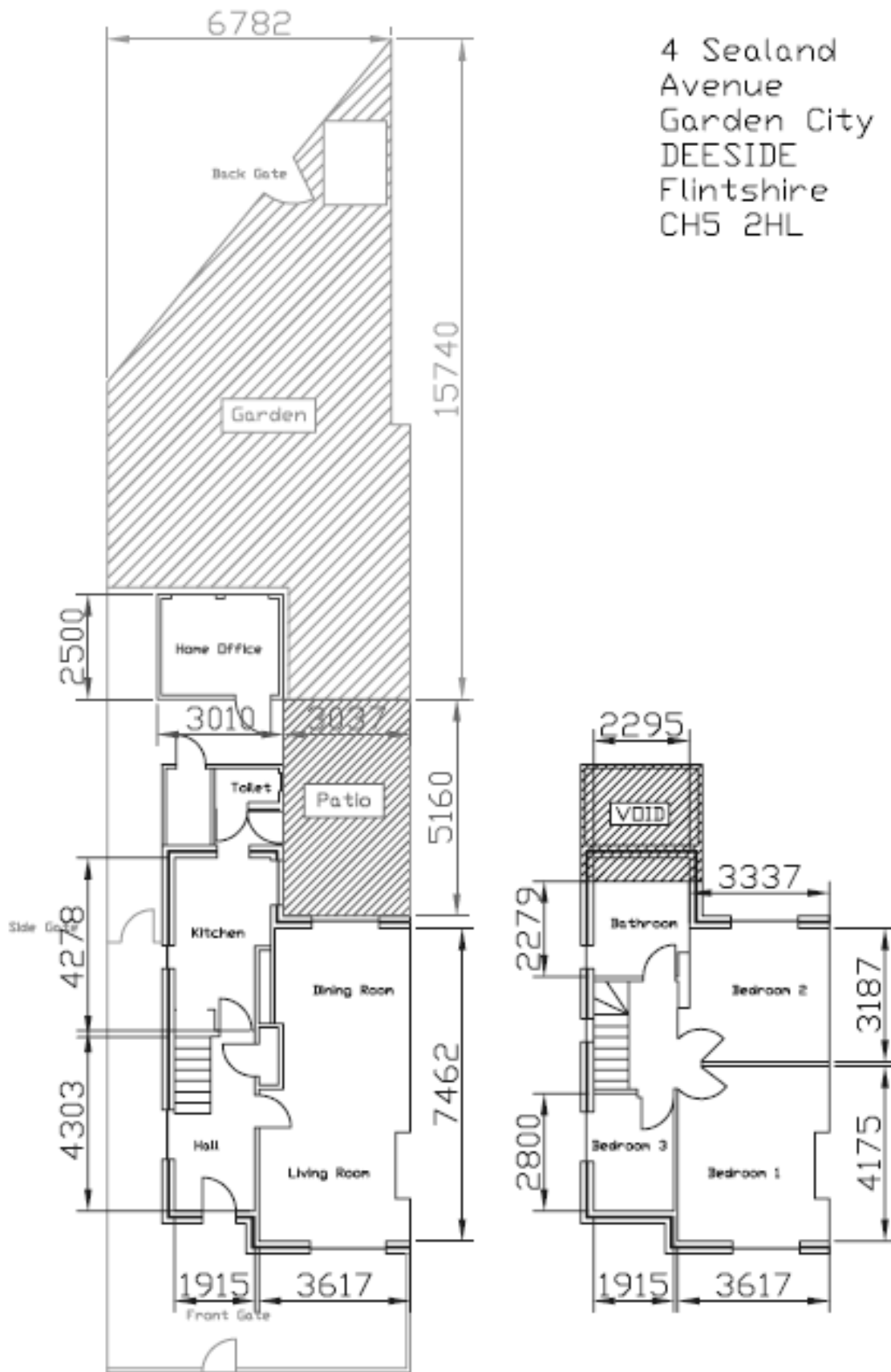
21 – The Premises

21.1 Plans of the premises

Below is a plan of the premises, showing the downstairs, upstairs and outside areas.



Below are drawings showing the dimensions.



21.2 Copy of the letter from Flintshire County Council – Planning Department

Huw Evans
Chief Planning Services Officer
Prif Swyddog y Gwasanaethau Cynllunio



Mrs. Susan Formstone
4 Sealand Avenue
Garden City
Deeside
Flintshire
CH5 2HL

Your Ref/Eich Cyl
Our Ref/En Cyl 2nd April 2008
Date/Dyddiad Mr. James Beattie
Ask for/Cofynner am (01352) 703444
Direct Dial/Rhif Union
Fax/Ffacs

Dear Madam,

Town and Country Planning Act 1990

Re: Proposed Use of Part of Property for Child Minding –4 Sealand Avenue, Garden City, Deeside, Flintshire

I refer to your letter dated 19th March 2008 and received by the planning department on 1st April 2008. in connection with the above mentioned matter.

As a general guide this Local Planning Authority does not require a planning application for a change of use of a property for child minding, provided that no more than 6 children, under the age of 8 years of age, in total are to be minded at the property.

It should be noted that this figure would include any of the minders own children and / or grandchildren.

All the requirements of the Social Services Department and the Care Standards Inspectorate for Wales also need to be met.

If the above requirements can be complied with then planning permission will not be needed.

I trust that this clarifies the position. Should you need to discuss the matter further please do not hesitate to contact my Officer on the above direct dial number.

Yours faithfully,

For Chief Planning Services Officer

Dave Faulkner
Acting Director of Environment & Regeneration
Cyfarwyddwr Dros Dro yr Amgylchedd ac Adfywio



County Hall, Mold. CH7 6NF
Tel 01352 703201 Fax 01352 756444
www.flintshire.gov.uk
Neuadd y Sir, Yr Wyddgrug, CH7 6NF
Ffôn 01352 703201 Ffacs 01352 756444
www.siryflint.gov.uk

The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croeso i chi gyswrtu yn Gymraeg neu'n Saesneg

21.3 Boiler and Gas Appliances

We have a 'HomeCare' maintenance agreement in place with British Gas. This covers the servicing, repairs and safety checks.

We have added extra services to this agreement to cover the household wiring, pipe work, drains, gas fire.

It can be seen from the attached documents that the installation is not to current standards, however the installation meet the standards when it was installed and is deemed to be safe.

Our intention is to have the boiler replaced within the next twelve to twenty four months for the following reasons:

- Ensuring that the system will meet the current standards
- Improvement in efficiency due to new technology

22 – Equipment

22.1 Supplies

Please supply the following items for your child:

- Nappies
- Baby wipes
- Nappy cream
- Dummies
- Jars/tins of baby food
- Change of clothes
- Sun cream (written permission to be applied)
- Sun hat (hot weather only)
- Special blankets/comforter
- Milk formula (or made up bottles)
- Packed lunch (if required)
- Any other item you feel I will need

22.2 Equipment I have on the premises

I have a selection of toys, books and garden equipment. (Please refer to Standard 7 Opportunities for play)

I also attend Flying Start drop sessions and make use of the toy library as well as my local book library.

Other items

- High Chair
- Single Pushchair
- Double Pushchair
- Safety Gates x3 (top and bottom of stairs, kitchen)
- Fire Guard
- Potty
- Toilet Training Seat
- Stool to aid child to reach toilet/sink
- Infant Car seat x2
- Table and chairs of a child friendly height
- Walking reins/safety harness

All equipment is regularly checked for safety and cleaned.

23. Safety

23.1 Safety Policy

Children in my care will be supervised within my sight and hearing respecting older children's need for privacy, the activity being undertaken, their age and ability.

I believe that the safety of children is of paramount importance and I make sure that my home is a safe and healthy place for your child to come to and if I take the children out I will ensure that they are safe at all times.

- All the plug sockets in my home are covered with safety covers
- All sharp corners eg: tables are covered with plastic safety corners
- A first aid box is available and restocked after every use
- Smoke alarms are fitted on both floors which are checked regularly
- A Carbon Monoxide detector is place, and was installed by British Gas
- Fire blanket is situated in kitchen and checked once a year
- Fire drills are practised every three to four months
- All wires and leads are kept out of reach
- Safety gates are fitted
- The front door is kept locked at all times
- Outside gate's are secured when children play in the garden
- Children are not allowed in the kitchen unsupervised
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded
- Accident forms are kept on the premises and filled in accordingly.
- Sleeping children are checked on regularly
- A daily cleaning routine is in place once children have gone home
- Outside play is constantly supervised
- All windows have openings that are small and high up out of children's reach
- I will carry my mobile phone at all times to enable parents to make contact and for me to be able to contact emergency services if the need arises
- I will not go above my registered number of children
- I will have my heating system serviced regularly.
- I will always wash my hands before handling food and after going to the toilet, and encourage everyone in the household including minded children to do the same.
- I will ensure I have a visitor book on the premises, and is used at all times when minded children are present.

When out and about

- I will make sure I use safe pushchairs appropriate to the child's age, and use the safety harness provided..
- I will use walking reins or a wrist link depending on parents preference, according to the child's age.
- Older children will be encouraged to hold the pushchair or my hand, depending on the situation.
- Walking children will always be encouraged to walk on the inside (away from the road).
- I will encourage children to become familiar and practice the Green cross code.
- When In a car children will use the correct car seat appropriate for the age and weight of the child and all seats belts to be applied.
- When using public transport, children will be encouraged to sit still at all times.
- I will always plan my route before making a journey, by using the safest method.

I will ensure that my insurance company will cover me for work purposes and my insurance documents and license will be shown to you.

23.2 Home/Risk Assessment

Every day I do a complete risk assessment of my home, listed below is the risk assessment of each room that is used whilst childminding

In the Living room I make sure all plug sockets not in use are fitted with socket covers, the fire is never switched on, a fire guard used, hot food and drinks are never left within children's reach, the radiators are on a thermostat and are positioned to 'low'. I will continually review the situation. I will check all flexes regularly and replace any worn ones.

I do encourage all children not to touch or play with the doors to prevent fingers getting hurt. I have a dining room table in the room but children will never use this unsupervised, I provide friendly child height table/chairs for the children's use. I will supervise younger children at all times when in the dining room or in a highchair.

In the Hall I make sure the front door is locked at all times and my key is on my person in case of an emergency, all plug sockets downstairs that are not in use are fitted with socket covers, the smoke alarm on both levels are checked by pressing the button on a regular basis.

Children are allowed in my Kitchen, but only when fully supervised, i.e. if we are making snacks and drinks together or baking. When I am not in the kitchen, the stair gates are firmly locked. I keep a fire blanket in the kitchen and it is intact, first aid box is kept and fully stocked. All medicine or tablets are kept out of reach and stored correctly, all work and floor surfaces are kept clean, and no food is left in fridge once out of date. I will check my fridge is working at the correct temperature.

In the bathroom I make sure that all toiletries and cleaning fluids are kept out of reach, toilet and tiled floor is hygienically clean, and children have use of a towel which is changed daily. Young children are taken to the toilet and supervised at all times, however older children are encouraged independence and privacy will be adopted and respected.

In the Garden I have several different toys for children of all ages to play with and each child will play with toys relevant to their age. Supervision will take place at all times and will vary depending on what each child is doing or the age of the child. My garden has a gate that is securely shut at all times.

All cleaning duties take place daily (morning and night) and the carpets are vacuumed daily.

23.3 Fridge Temperature Charts

Correct temperature reading should be between 0°C and 5°C

Details of this will be recorded in the diary.

23.4 Road Safety for Under 8's Policy

- Never let a child under five out alone. They cannot cope with traffic, not even with an older child.
- Make sure when you are out that the child walks on the inside of the pavement, keeping a tight hold of your hand.
- Set a good example.
- Talk to the child about stopping at the kerb, looking and listening for traffic before crossing. (The Green Cross Code).

- Explain the difference between the road and the pavement and what traffic is: that the road is for traffic and the pavement is for people. Explain that it is safe to walk on the pavement and very unsafe to walk on the road.
- Explain that sometimes traffic does cross the pavement, so they must always keep looking (especially in town, railway crossings and at seaside resorts just for examples).
- Explain to child(ren) that roads are dangerous and that it is important to hold hands and to always listen before taking a step on to the road.



23.5 Reduce the Risk of Cot Death

- Place the baby on his/her back to sleep
- Parents and carers should cut out smoking and parents and carers should not allow anyone to smoke in the same room as a baby
- Do not let the baby get too hot (or too cold)
- Keep the baby's head uncovered and place in the feet to foot position (baby's feet at the bottom of the cot)
- Do not share a bed with the baby or sleep with a baby on a sofa or arm chair.
- If the baby is unwell, seek prompt medical advice

23.6 Smoke Alarm Checks

We have smoke alarms on ground floor and first floor levels of the house which are maintained in working condition and are tested regularly.

Details of checks and tests will be recorded in the diary.

23.7 Fire Drill Practices

A fire drill with the children will be carried out every three months. All new children will be made aware of this drill where possible and this will be appropriate for the age of the children.

Fire Drill:

On the sound of the smoke alarms, the children will be led to the nearest available exit, either leading to the back or the front of the house. They will be taken as far away as possible from the house and I will explain to

them that had there been a 'real 'fire we would have had to call 999. If the children have to be taken outside the front of the house, they will be held tightly and taken to a safe distance.

Details of checks and tests will be recorded in the diary.

23.8 Smoking Policy

Nobody in the household smokes and all visitors are not permitted to smoke whilst in my home, a no smoking policy is in operation at all times and I ask that it is respected for the health of myself and the children in my home.



23.9 Emergency Care

In the event of an injury to a child in my care, I would first try to contact an appropriate adult to discuss any further action that may be required. If I cannot contact an appropriate adult and the child requires emergency treatment, I will seek medical advice/treatment from the local hospital/doctors. In the event of an emergency I will arrange for someone from my family, in the first instance my husband Karl, who is CRB cleared to take care of the other children and contact the appropriate adults accordingly. After Karl if the need arose I would contact Pam Nicholls T. 01244 819847, m 07738 268261, 36 Sealand Road, Sealand, Flintshire as my emergency 'back up' or a suitable friend known to me. I also belong to the Flintshire Children Come First Childminding Network and through this know other Registered Childminders who I may be able to contact in an emergency. My insurance covers me to provide alternative care in the event of such an emergency. The above also applies in the event of an emergency involving my own children.

If a minded child had to be taken to hospital/doctors surgery then my confidentiality policy would have to be over ridden as I would have to give the medical profession the child's contact details of parents, doctors name and any medical conditions known to me or allergies.