



HAMPTON COURT HOUSE

FORTITER IN RE SUAVITER IN MODO

Daycare Handbook for Parents

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Daycare Handbook for Parents

Age of Admittance

1. We accept children from the age of three months to the age of three years old. Our children are automatically offered a place in our Pre-Nursery class between the age of 30 months and the age of three, however, parents must have informed our Registrar six months in advance to secure the place.

Opening Times

2. The Daycare is open from 8.30 am to 5 pm during term time. Please see the term dates for Hampton Court House on the school website.

Arrival and Departure of Children

3. Parents/carers must notify their arrival and hand over their children to a member of staff and sign the arrival and departure form when they arrive and when they collect their child and write the time.
4. The Daycare closes promptly every day at 5 pm and parents/carers or other authorised persons should be on the premises at that time.
5. It is important that parents contact the Daycare through the school reception on 020 8614 0865 or directly if there are any problems with transport, etc.
6. If the parent or other responsible adult listed on the registration form is unable to collect the child, the parent must give details to the Daycare staff of the person who will come in their place. Details must include full name, physical description and any other information staff or parents may deem appropriate. We will ask you to supply us with a password, which would then be shared with the staff on duty. If children are not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the Daycare until the last child has been collected. Any parent/carer who is late collecting their child will have to pay a charge, which helps to cover the additional staffing costs incurred for this reason.
7. The charge is £5 for the first 5 minutes, with an additional £5 for every 5 minutes thereafter.
8. If parents have not contacted Daycare within 20 minutes (5.20 pm) after closing time, the Manager/senior member of staff will follow the *Uncollected Child Policy* which ultimately results in contacting Social Services.

Parents' Contact Details

9. It is important that parents supply their contact details before the child starts the settling in period. Three emergency numbers must be given as soon as the child joins the Daycare and any changes must be notified immediately. These numbers will be kept in the child's file and on the school database. Parents must be contactable during the period their child is at HCH.

Fees

10. Please take note of the fees published on the school website.

Termination of Contract

11. For instructions on how to terminate the contract with Hampton Court House, and the notice period required, please refer to the terms and conditions.

Settling in Procedure

12. Day 1: 10 am – 11 am
We suggest that parents stay with their child and spend an hour together in the nursery setting. This will normally be enough for your child's first day.
13. Day 2: 10 am – 11.30 am
Parents will be invited to accompany their child for one and a half hours in the Daycare. All being well, they will be encouraged to leave their child for half an hour during this time to see how well they manage on their own.
14. Day 3: 10 am - 12.15 pm
By day three the child may be ready to stay by him/herself for the whole of the morning session and be collected after lunch at 12.15 pm. Parents should not be concerned if this is not the case. Some children arrive on Day 1 as if they have been coming to the nursery for years but others will take a little longer to settle in. Staff should implement strategies to reassure parents e.g. calling them during the trial session.
15. Day 4: 10 am – 3 pm
We recommend that the child stay by him/herself until after sleep time.
16. Day 5: 10 am – 4 pm
We recommend that your child stays by him/herself until 4 pm.

Important Dates for Your Child

17. Settling in procedure (See *Settling in Procedure*)
18. 6 months old: weaning meeting (See *Weaning and Solid Food*)
19. 12 months old: transition to solid food/school menu
20. 13-15 months old: change from cot to bed and change to one nap a day (see *Sleep*)
21. 18 months old: potty training meeting (See *Potty Training*)
22. 26-28 months old: Two Years Old check meeting (See *Progress Check at Age Two*)
23. 30-36 months old: readiness for Pre-Nursery review and transition to Pre-Nursery

Almanack (Daily Diary)

24. Members of staff will write information (with time indicated) during the day about bottles, lunch, snacks, naps, nappy changing, medication given, potty training etc. Parents can take the Almanack at the end of the day and write their comments.

Key Person

25. The Daycare has a key person system in operation. When a child starts at the Daycare, he/she will be assigned a member of staff who will be responsible for the initial settling in period. This

will enable the child to form a bond. The child's key person will also be responsible for keeping a record (Early Years Profile), writing the child's report and meeting with parents during parents' evenings. However, please note that the key person does not have sole charge of the child throughout the day.

Visitors

26. Visitors must sign the visitors' book on arrival in the Daycare.

Clothing

27. We ask parents to provide their child with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably, children will transfer some of these materials to themselves and their clothing. We attempt as far as possible to purchase glue, paste and paint, which are 'washable', but in practice not everything washes off all clothing materials. Parents should, therefore, dress their children with this in mind. The school will accept no liability for clothing damaged while the child is at the Daycare. When clothes are dirty or soiled, they will be put in a bag in the child's box to be taken home and washed.

Jewellery

28. Children should not wear any jewellery including earrings. Members of staff should also avoid jewellery with the exception of small earrings and small sized rings.
29. Members of staff and children must not wear small items, which may be swallowed such as hair clips.

Bottles and Snacks

30. Parents need to provide the Daycare with baby milk and bottles. We use tap water for bottles and beakers but parents may bring bottled water for their child if they prefer.
31. Fresh water is available throughout the day and is provided in individually named bottles for the babies and beakers for the toddlers.
32. We provide for the children a morning snack of fruit and lunch and we are able to accommodate most dietary requirements, e.g. vegetarian preferences and omission of disliked foods. We can cater for special diets, such as religious or allergen specific diets. It is our policy not to provide any food that contains nuts. However, parents can provide food for their child if they prefer to.
33. You can find the menu on our website:
<http://www.hamptoncourthouse.co.uk/student/lunches/>
34. Parents are asked to provide their children with breakfast (if required) and a afternoon snack of fresh healthy food (fruit, cheese, yoghurt, bread, etc.). Members of staff will reinforce the provision of "healthy food" and discuss with parents if a snack doesn't seem appropriate.

Weaning and Solid Food (see *Daycare Food Policy*)

35. Weaning a baby from breast milk/formula is recommended to begin when your baby is around 6 months old.
36. Parents are asked to provide a lunch meal for babies under 12 months old.
37. Weaning can include purees of vegetables and fruit to start off with and then later adding carbohydrates and proteins or finger foods. It is recommended to start with vegetables before

fruits because fruits are sweeter and it can be harder to get your baby to eat vegetables after they have developed the taste for sweet fruits.

38. We expect babies from 6 – 10 months to be on a diet combining solid food and breast milk/formula and we will offer the children breakfast, lunch and two snacks throughout the day with us as well as bottle feeds.
39. Once babies have experienced and is used to a variety of different tastes, parents and staff can begin to offer more lumpy food and add more food groups for them to get used to. This should happen when the baby is between 7 and 9 months old.
40. When the baby is between 10 and 12 months old it is important that we (parents and staff) encourage them to try varied textures of food and increase the solidity of the food by blending and pureeing it less and less.
41. By 12 months babies should be able to eat completely solid food that is not blended or pureed at all and should be offered a varied mix of meals. This is because it is important for them to develop their facial muscles by chewing which benefits their speech and ability to create vocal sounds. It is also important for their hand – eye coordination, lifting food to their mouths helps them develop the fine motor accuracy, which will then be used later when using cutlery.
42. At this age is it also common for your baby to only be having 3 bottles per day, which would usually be upon waking in the morning, after their afternoon nap and before bed at night.
43. From 12 months old babies can be given whole cow's milk and formula is no longer necessary. Whole milk has vitamins, fat and energy that babies need which is not contained in semi skimmed or skimmed milk.
44. At Hampton Court House we recognise the importance of children eating a balanced and nutritious diet that is age and development appropriate and will offer the children solid school meals from 12 months old. We will always make sure that this food is prepared for the age of the children by cutting it into smaller, manageable pieces for our younger children. We will encourage the children to feed themselves, using at first, their hands and later cutlery. The snacks that we provide in our day care are healthy snacks and will usually be finger foods so that the children are able to feed themselves at snack time.
45. Our solid food policy takes the EYFS outcomes into account and there are certain skills that are included in the EYFS that it is important for children to learn such as bringing food to their mouths with their hands, using a spoon and then later using other types of cutlery and developing likes and dislikes of foods.

Soother (see *Soother Policy*)

Potty Training (see *Potty Training Policy*)

46. We aim to support children's health, wellbeing and development by promoting effective potty training at an appropriate time. Our objectives:
 - A child's individual needs are identified and met.
 - Family cultural preferences are considered.
 - Potty training is a positive experience; family and child supported throughout.
 - Communication between Hampton Court House and families is promoted before, during and after potty training.
47. Potty training can be a very daunting process for families. We will support you by discussing expectations of potty training, and providing in our 'Potty Training Pack' when you child

reaches the age of 18 months. Families will be supported to decide the best time to potty train their child. Members of staff will explain why it is helpful for the same approach to be taken at home and at school, including using the same words for poo/wee/potty/toilet.

48. Assessment of readiness: the first stage of potty training is to recognise when the child is ready. It is essential that the child is:
 - pooing at least one soft poo a day
 - staying dry for at least an hour and a half between wees.
49. Other signs to look out for are:
 - showing interest in the toilet
 - ability to follow simple instructions
 - ability to sit down on the potty and get up again (unaided)
 - starting to show signs of awareness of when he or she has done a wee or a poo
 - showing awareness that other family members and peers don't wear nappies and that they use the toilet.
50. Suitable facility is offered – potties in Daycare; potties and little toilets in Pre-Nursery; little toilets in Nursery. Children need to sit with feet flat and firmly supported, knees above hips.
51. Optimum timing for toileting is observed:
 - toilet visits planned for 20/30 minutes after meals
 - suitable interval left between prompts to wee (the bladder needs to be full to empty correctly)
 - fluid intake is optimised: a minimum of 6 to 8 cups of drink a day, spread evenly across the day.
52. Members of staff will discuss clothing with you; you will be asked to ensure that the child is dressed in clothes that are easy to pull up and down, and will supply several spare pants, trousers, socks.
53. The child will still need to wear a nappy for naps initially.
54. Members of staff will maintain a calm and supportive approach at all times; children should not be rushed or forced to use the potty against their will.
55. Staff and families will ensure that the child is regularly encouraged and praised and will recognise achievable goals such as sitting on the potty when asked to.
56. The room leader or the form tutor will ensure a record is kept of successful potty/toilet visits as well as wetting/soiling incidents in order to monitor child's progress.

Absence

57. In case of absence, parents should inform the school office (reception@hchnet.co.uk) and members of staff. Please note that parents will be required to pay the normal fees when their child is absent.

Sickness (see *Sick Children and Exclusion for Illness Policy*).

58. Parents are requested not to send their child to Daycare if he or she is suffering from any of the following symptoms:
 - a. Vomiting;
 - b. Diarrhoea;
 - c. Fever;
 - d. Rash (indicating measles, chickenpox, etc.).
59. A child must be symptom free for a period of 48 hours before returning to Daycare (as per instructions laid down by the Department of Public Health England/Scotland). Therefore, if a child has been unwell during the night, they cannot attend Daycare the next morning.
60. In addition, should any child develop such symptoms while they are with us, we will call the parents and arrange for the child to be collected from Daycare and taken home.
61. If a child is sick, members of staff will call the parents and ask them to collect their child.
62. Members of staff will use an thermal thermometer to check the child's temperature. If a child has a temperature of 37.8 degrees or more, members of staff will call parents to ask them to collect their child.
63. Should your child be given antibiotics, they should stay home for at least 24 hours before going back to school, to moderate possible allergic reaction.
64. If you feel that your child needs to take a temperature reducing medication (e.g. Calpol) before school, then your child should remain at home.

Security

65. Parents are responsible for ensuring that all doors are closed and secured whenever they enter or leave the premises.
66. Once a child is handed over to a parent or designated carer, we cannot take responsibility for that child's safety, even while the parent/carer and child are on HCH's grounds.
67. Under normal circumstances, a child will never be allowed to leave with anyone unknown to us. In the unlikely event that parents need to authorise someone to pick up their child (e.g. a trusted neighbour during a family crisis), they will need to inform us. We will ask you to provide us with a complete name and a password.

Fire Evacuation Procedure

68. In case of fire or any emergency, practitioners will bring the children to the meeting point using the main door. The meeting point is on the Junior Lawn, in front of the school.

Outdoor Learning

69. Outdoor learning is an essential part of the Early Years Foundation Stage. Children go outside at least once a day generally for an hour, and sometimes twice a day in the summer. They go to the playground and the sandpit in front of the school or to the Little Garden. They also go for walks around the rest of the premises and to Bushy Park and Hampton Court Palace Gardens.
70. The Room Leader or the key person will ask parents to complete a form giving permission for their child to go to Bushy Park and Hampton Court Palace Gardens.
71. Parents should ensure that their child is provided with the right clothing. Members of staff will make sure children are always wearing appropriate clothes for the weather such as warm clothes in winter, sun hats in summer, rain boots etc.

Early Years Profiles, Parents' Evenings and Newsletters

72. The Daycare staff use Tapestry to track children's progress, do observations and be in contact with parents.
73. Progress will be demonstrated through observations, photographs and sometimes drawings or pieces of 'work'.
74. We put a great deal of importance on a good connection between home and school. Part of this is meeting with parents regularly to discuss the child's progress and using Tapestry.
75. Parents are always welcome to request a formal meeting to discuss their child's progress, the curriculum, activities, etc., but may find that these topics are covered during informal daily meetings.
76. There is a parents' evening at the end of the Autumn and Spring terms. The Daycare team will organise these evenings with the parents. At the end of the Summer term, your child will receive a school report.
77. A newsletter will be sent to parents once a term, highlighting the term's topic and events.

Progress Check at Age Two

78. Between the age of two and three the key person will review the progress of the children, by completing the HCH EYFS 'Learning and Development Summary - Two-Year-Old Check'. They will write a small written summary in the prime areas and discuss with parents who will add their comments. This progress check will identify the child's strengths or potential concerns. The Daycare staff will develop a targeted plan to support children and will liaise when necessary with parents and professionals.

Personal Property

79. Children should not bring valuables or sweets to the Daycare. Staff cannot be held responsible for any personal belongings being damaged or lost.

Sun Protection (See *Sun Policy*)

80. Parents are asked to provide the Daycare team with sun cream (and authorise its use) and a sun hat for their child, both labelled with their child's name.
81. Members of staff should make sure children are wearing their hat and sun cream when necessary. They should only use sun cream provided by parents and for which they gave their consent to be used.

Nappies, Intimate Care and Toilet Training (see *Nappies and Intimate Care Policy*)

82. The Daycare provides nappies and wipes for the children. If you have special requirements, please inform the Room Leader.
83. Only Daycare members who are familiar with the children will carry out intimate care. Intimate care is defined as care tasks of an intimate nature, associated with bodily functions, body products and personal hygiene.
84. Intimate care is discussed with new members of staff during their induction. Staff receive regular supervision and appraisals, which are used to identify any areas for development or further training and any concerns about children. All staff receive safeguarding training.
85. A risk assessment is carried out for toilet and nappy changing procedures.

Sleep (See *Sleeping Policy*)

86. Each child is provided by us with their own linen, which is washed once a week or when needed.
87. Babies and toddlers sleep in sleeping bags and nothing other than a little teddy will be left in the cot or on the bed.
88. Members of staff check the children every 10 minutes and fill in the sleeping log with time, initials and signature.
89. Between the age of 13 and 15 months old, children will move from a cot to a little mat bed on the floor and to one nap per day.

Shoes and slippers

90. Shoes are not allowed in the Daycare playroom. We recommend parents provide their children with rubber-soled slippers, which they can also wear when they go to the bathroom.

Child's Personal Rhythm and Routine and Transition Between Staff

91. As much as possible we try to accommodate a child's personal rhythm and routine, especially for sleep, bottles and food. You will be asked to let us know the child's routine at home, which will be written and kept in the Daycare room.

Schedule of the day

92. Members of staff arrive before 8 am to do the risk assessment check, prepare the room, prepare activities (games, puzzles, etc.).
93. We plan daily activities for the children, adapted to their need and progress.
94. Children go out at least once a day, even when it is slightly raining or cold. Please provide your children with appropriate clothes.
95. Typical schedule of the day
8 am to 9 am onwards - welcoming parents followed by breakfast
9.00 am circle time - songs, stories, discussions
9.30 outside play and snack
10.30 am adult led activities
11 am free play
11.30 am lunch time
12 pm to 3 pm: nap and free play
3 pm snack time
3.30 pm outdoor play or adult led activities
4 pm to 5.00 free play and handovers to parents

Information to Parents

96. The Manager or the Room Leader informs parents by email of any news, events, trips, etc.

Photograph and Mobile Phone (see *Mobile Phone and Photography Policy*)

97. Only Daycare members of staff are authorized to take pictures of the children with their dedicated camera/tablet. Parents and visitors are asked not to take pictures of the children.
98. Parents and visitors are asked not to use their phones in the presence of children. Staff are also asked not to use their phones in the presence of children with the exception of an emergency.

Location of Policies

99. The Daycare's policy and procedures that are relevant to parents can be located on the school website.

Whom to Contact

All email addresses are available on the school website.

Reception 020 8614 0865 reception@hchnet.co.uk
General information and enquiries including registration, illness, medical information, and lateness as well as general communications from the School.

Absence pupilabsence@hchnet.co.uk
If your son or daughter is absent from school, please inform us by email as soon as possible on the first day of absence, and on each subsequent day. Please also inform the Room Leader.

Safeguarding 020 8614 0850 safeguarding@hchnet.co.uk
We ask that if anyone witnesses anything which compromises the school's commitment to safeguarding children that this be brought swiftly to the attention of a member of the Safeguarding Team.

Bursar 020 8614 0854 ljc@hchnet.co.uk
Enquiries about fees and related matters go to Louise Collins, the School Bursar.

Head of Admissions 020 8614 0857 rcb@hchnet.co.uk
Enquiries about pupils who are joining or leaving the school, or pupils whose home circumstances are changing, should go to Rachel Bowles.

Head Early Years afr@hchnet.co.uk
Anne-Françoise Ropert will be able to answer questions about the years ahead at Hampton Court House.

Daycare Room Leader rcr@hchnet.co.uk
Rebecca Canter will answer your questions about daily routine in Daycare.

Deputy Head btr@hchnet.co.uk
In the event of a more detailed and particular enquiry concerning the day-to-day running of the school, or you have a concern that has not been resolved, please contact Ben Ruddin.

Headmaster gh@hchnet.co.uk
Parents are always welcome to contact Guy Holloway, the Headmaster directly and/or if they believe an issue is both urgent and important. Parents are also most welcome to contact the Headmaster on general issues relating to the school.

Friends of HCH friends@hchnet.co.uk
If you would like to be involved in helping with social events and fundraising, The Friends of HCH (the school's parents' association) would love to hear from you.