

# QUEENSWAY CHAPEL NURSERY



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Registered charity number 1104578  
Company Limited Guarantee

# Queensway Chapel Nursery

## Mission Statement

*The Nursery is a Christian Charity that supports families in caring for their young children. We do this through the high quality care and purposeful play activities we provide.*

Queensway Chapel nursery has cared and educated pre-school aged children in partnership with their parents for over 40 years. We are a Christian charity, with strong links to Queensway Chapel.

Initially set up as a small playgroup in the Church hall at Queensway Chapel, it evolved and grew into Pre School and then grew further to become a Nursery offering full day care in its own purpose built building.

## Aims and Objectives

To enhance the development and education of children primarily under statutory school age in the Melksham and neighbouring area consistent with the principles of the Christian religion by:

- 1) Creating a caring, safe and happy atmosphere where children and their families feel safe and secure.
- 2) Providing a wide range of purposeful play activities that help children to develop to their full potential.
- 3) Encouraging the children to consider others before themselves and to know the difference between right and wrong, respecting all races, religions and ways of life, so helping them to develop a caring attitude.
- 4) Involving all staff, parents and volunteers in working together to achieve these objectives.

## Management of the Nursery

The nursery is a Charity, registered number 1104578

A Company Limited by Guarantee, number 4934227 and is organised by the Christians at Queensway Chapel.

There is a membership, who elects a group of Trustees who are responsible for the effective running of the group.

The members meet every year for the Annual General meeting

The Trustees meet regularly (every 2 months) to discuss nursery matters, and the manager and charity business manager of the nursery attends these meetings.

The day-to-day management of the nursery is delegated to the Nursery Manager and Charity Business Manager.

## Opening Times

The Nursery opens Monday – Friday 8am – 6pm.

The Nursery will be closed for all annual Bank Holidays and over Christmas to New Year. These closures will be notified in advance on Tapestry and also on the yearly school term calendar available from reception.

We operate the following drop off and collection times:

Drop off: 8am, 8.30am, 9am, 9.30 & 1pm

Collection times: 12noon, 2.30pm then half hourly until close

We will be as flexible as possible to suit your childcare needs the safety of the children is paramount. The Nursery needs to ensure that all children are dropped off and picked up at a time when most staff are in the room. We staff in line with the number of children who are due in so it is important that you let us know if there is a chance you will be late collecting your child.

We also run a holiday club, which operates between our opening hours during all school holidays (except between Christmas and New Year).

## Registration

The nursery is registered with Ofsted to take up to 60 children from 2 to 8 years (As from January 2023). Our Ofsted registration number is EY275999, you may need this number to claim nursery vouchers from your employers or child tax credits.

To register your child a place at the nursery, registration forms need to be completed in full and returned to the nursery manager who will then let you know if the days and times you require are available.

A registration fee of £10.00 is payable to hold a place at the nursery for your child/children. A 4 week, paid, written notice period needs to be given when withdrawing your child.

You will be asked on your registration form where you heard about us. If you recommend us to someone and they name you on their registration form we will give you a £10.00 recommendation bonus. Your recommendation bonus will show as a credit on your invoice the month after the newly registered family have paid their first invoice in full. For those of you only using the nursery funding, a recommendation bonus could be used to extend your child's sessions. This bonus cannot be taken in cash.

### Fees from 17April 2023

under 3 years £6.22 per hour  
3 years & over £5.92 per hour

The term after their third birthday all children are entitled to 15 hours funded nursery education per week during school term times (you are not charged). Please note funded hours can only be used between 9am and 4pm.

Under the new scheme these hours can be spread out to cover school holidays, please speak to the Administrator to find out how many hours a week this would give you.

Children attending the early session can book a breakfast (8.00am starts only) of cereal or toast and a drink for only 50p. Children attending the late session can book a light tea to keep them going until collected at a cost of only £1.30. Tea is eaten around 4:00pm.

Fees are payable monthly in advance. You will receive an invoice at the beginning of the month which needs to be paid in full before the last day of the month to avoid an admin fee of £10.00 being added to your account. You can arrange to pay weekly if you prefer by speaking to the Administrator or Business Manager.

**Fees must be paid for all booked sessions regardless of if your child attends or not, this allows us to cover costs. This includes time off with illness or your child being sent home from nursery.**

Children need to be collected promptly at the end of their booked times please. Late collection means that a member of staff may have to work extra hours. To cover the cost of this a charge of £10.00 per half hour will be added to your next invoice.

Payment can be made in cash, by debit card, internet banking or childcare vouchers. Any parent/carer having difficulty in paying their fees should notify the Business Manager or Administrator as soon as possible. The managers can then help you set up a payment agreement which works for both of you. Outstanding fees at the end of the month may result in the managers reducing the number of sessions your child attends. In extreme circumstances the managers have the right to terminate your child's place completely and commence legal proceeding to recover any outstanding fees.

Fee increases will be made at the Trustees discretion.

We reserve the right to terminate a child's space if they do not attend for 3 weeks or more without discussion with management. The relevant costs will be added to your account.

**Donations** - Three times a year we will ask for a donation of £15 per child to go towards the consumables they use whilst at nursery. This is separate to your fees and will not be able to be paid for using childcare vouchers. This covers items such snacks, craft supplies and paper towels. This can be paid directly into the bank (with your child's initials followed by the word donation as a reference), by cash or debit card. Donations will be due at the start of September, January and April. If you are able to gift aid this donation please ask for a gift aid form from reception.

### Keyperson

Each child is allocated a member of staff, in their room, who becomes their keyperson. The keyperson is your first point of contact within the nursery and it is important for your child that you pass any messages on to them.

The keyperson knowing that a new baby is due in the family can help to prepare your child through games, stories and songs, likewise once the baby has arrived your keyperson knowing that the older child has been awake most of the night because of the baby crying lets them help the child through a day where they will be more tired than usual by suggesting quieter more relaxed activities.

Your child will sit with their keyperson for lunch, this allows the children and keyperson to build a strong bond and also allows us to encourage good table manners, develop communication and social skills and model healthy eating.

### Learning Journeys

Your child will have their own learning journey which is a place where the keyperson can record observations and store examples of your child's work. The learning journey helps build a record of your child's development whilst they are with us and is a lovely item to look back on. Your child's learning journey is on Tapestry which can be accessed online.

### What to wear

**Children learn through play and very often that play is messy, we have a digging and planting area in the garden, sand and water trays and often the adult led activities include making gloop, jelly play, painting, cutting and sticking to name only a few. Please make sure you send your child to nursery wearing old play clothes and shoes or something you don't mind them getting messy in.**

**We also play outdoors regardless of the weather so please make sure your child has a sun hat and cream in the summer and a waterproof coat and wellington boots in the winter. We also strongly suggest that you send a change of clothes every day just in case messy play gets VERY messy!**

**Please make sure all items of clothing are labelled with your child's name, including shoes.**

The Nursery sells Queensway Chapel Nursery polo shirts for a small price, please speak to Karen on reception if you wish to find out more information.

### Lost Property

Unlabelled items of clothing will go into the lost property box which is in the children's rooms so please do have a look through if your child is missing anything.

### Meals & Snacks

We ask that you send your child to nursery with a water bottle with their name on it. They will have access to their water bottles throughout the day. Your child will be able to help themselves, but will also be prompted during the day to drink if they forget.

During the morning session we offer the children a snack, your child can choose from water or milk and a piece of fresh fruit or some other healthy snack such as bread stick or rice cakes. We have snacks available in the afternoon should a child need it.

#### Breakfast

Available to anyone who arrives at 8.00am at a cost of only 50p. Children can choose to have cereal and/or, toast plus a drink.

#### Tea

We sit together at 4:00pm for tea, this is a light meal to keep the children going until they are collected at a cost of only £1.30 per day.

#### Lunch

Children need to bring a packed lunch in a plastic lunch box (if possible), these are stored in the fridge. PLEASE make sure you put your child's name on their box, as many of the lunchboxes are identical. Your child will have access to their water bottle with their lunch or you may choose to include a drink in their lunch box. It is also advisable to include a small ice pack in any insulated lunch boxes to help keep the food cool as these will not be kept in the fridge.

#### Newsletters

Each term we produce a newsletter, which will give you information about activities and ways you and your family can get involved in nursery. Many of these activities will be marketing and fundraising events, usually they are great fun and your support will always be appreciated.

#### Staff

The Nursery Childcare Manager is Tina Contri  
The Charity Business Manager is Sally Oliver  
Acting Deputy Childcare Manager is: Beth Prout

DPP Level 3  
HND Business Studies  
NVQ Level 3

#### Pre-school Team (3-5 year olds)

Beth Prout	Room Leader	NVQ Level 3
Laura Swann	Deputy Room Leader	NCFE Cache Level 3
Ayesha Begum	Nursery Nurse	NVQ Level 3
Claire Tiley	Early Years Practitioner	Cache Level 3
Sue Shellard	Early Years Practitioner	City and Guilds Level 3
Lauren York	Early Years Practitioner	Level 3 Children & Young Peoples
Chloe Curtin	Early Years Practitioner	Starting Level 3 qualification Workforce

#### Toddlers Team (2 year olds)

Stephanie Schliecker	Room Leader	Cache Level 3
Chloe Brewer	Early Years Practitioner	BTech National Diploma Level 3
Claire Littlejohn	Early Years Practitioner	Level 3 Children & Young Peoples Workforce
Robyn Kerry	Early Years Practitioner	Working towards Level 3 qualification
Sarah Gerrish	Early Years Practitioner	Cache Level 3 Diploma in Child Care and Education

### Support Staff

Karen Kerry  
Natalie Fouracres  
Anna Erwin  
Claire Littlejohn

Administrator  
Nursery SENCo  
Supply  
Cleaner

NVQ Level 3

Level 3 Children & Young Peoples  
Workforce

Our staff regularly attend training to keep themselves up to date with the latest practices and developments in childcare. Most staff are also qualified first aiders.

### Illness and diseases

If your child is unwell please check the table below to see if they should be kept away from the nursery and if so for how long.

<b>Infection</b>	<b>Symptoms</b>	<b>Incubation</b>	<b>Infectious</b>	<b>Nursery Exclusion Policy</b>
Head lice	The head louse is a tiny insect that infests the hair on the human head. The adult louse lays its eggs (nits) at the root of the hair, to which they become firmly attached. This distinguishes them from dandruff, which can easily be flaked off. The eggs hatch after 2 weeks and the lice bite the scalp to get blood. The child's head will be itchy where the lice bite.	2 weeks for eggs to hatch	Children will become infested by contact with someone who is already infested with lice. Lice cannot jump, so infection is by heads being close together, hats, combs, brushes etc.	Children should be treated accordingly immediately and nursery staff should be informed so that all parents can be reminded to check their children's hair. Children do not need to be excluded
Conjunctivitis	Inflammation of the eye caused by a viral or bacterial infection. The eyes become weepy and red, can be painful, itchy and irritated by bright light. Discharge of pus causes eyelashes to stick together.		Children spread the infection by touching or rubbing their eyes then not washing their hands, then touching another child.	Medical attention should be sought. Children do not need to be excluded unless evidence of spread then further advice should be sought
Sickness and diarrhoea	Sickness and diarrhoea can be brought on by a number of different things, onset can be sudden and it can last anywhere from 24 hours onwards.		Infection can spread if the child doesn't wash their hands after going to the toilet.	Children should be kept away from nursery for at least 48 hours and they are clear of symptoms.
Chickenpox	The spots develop every day for 3 to 4 days and quickly create tiny blisters that leave a scab.	Between 5 and 21 days.	Chickenpox is a very common infectious childhood disease. The child remains infectious until the scabs have dropped off.	Children should be kept at home until all exposed blisters are scabbed over and the child is well in themselves.

Measles	The first indication of measles is usually symptoms similar to those of a common cold, with a fever that becomes increasingly higher and small, white spots form inside the mouth, on the lining of the cheeks (Koplik's spots). Eyes may also be red and sore. The initial symptoms are followed about three days later by small brownish-red spots from behind the ears: these spots merge together to form a rash over the face and torso.	Between 8 and 14 days.	Measles is an infectious childhood disease, caused by a virus, which has become less common since routine vaccination was introduced. It is very contagious and remains so until the rash has faded.	Children should be kept away from nursery until at least 5 days after the rash has appeared and when the child is well.
Rubella	The rash usually starts behind the ears before spreading to the forehead and the rest of the body. It looks more like a large patch of redness than a series of spots. The rash lasts about 2 to 3 days and is rarely accompanied by serious symptoms, just a mild fever and enlarged glands at the back of the neck. The main danger with rubella is not to the child but to any pregnant women who may contract the disease from the child.	14 to 21 days.	Rubella, or German Measles, is a mild, infectious disease that is caused by a virus. It is contagious and children should be kept in isolation for five days after the rash appears.	Children should be kept away from nursery for at least five days after the rash appears.
Mumps	The child will seem generally unwell for a day or 2 before the major symptoms appear. The salivary glands in front of and beneath the ears and chin swell up and there may be fever. The swelling can appear first on one side of the face, then the other, or on both sides at once and cause pain when swallowing. He will complain of a dry mouth because the salivary glands have stopped producing saliva. Possible swollen painful testes in boys, lower abdominal pain in girls.	14 to 21 days.	Mumps is an infectious disease, less common since routine immunisation was introduced and mostly affecting children over 2 years.	Children should be kept away from nursery for at least 5 days after the swelling has gone down.
Scabies	Scabies is an irritating, itchy rash caused by a tiny mite. The burrowing and egg-laying of these mites produce a rash that nearly always affects the hands and fingers, particularly the clefts between the fingers. It may also affect the ankles, feet, toes elbows and the area around the genitals. Possible		Scabies is not serious, but is contagious and could run through a family or nursery class if not treated promptly. When the eggs hatch, they are easily passed to another	Children should be kept away from nursery until they have been treated with the appropriate lotion.



	symptoms that you may notice are fine, short lines that end in a black spot the size of a pinhead and scabs on the itch areas.		person by direct contact. They can also be picked up from bedding or linen that is infected with the mites.	
Fifth Disease (Slapped Cheek)	The symptoms of slapped cheek syndrome can vary from a minor illness, possibly with a headache, mild fever and sore throat, to erythema infectiosum, which usually produces a rash on the cheeks.	4-20 days	Slapped cheek is infectious but mostly before the onset of any symptoms. Once the rash has appeared the child is no longer contagious. There is a slight risk to pregnant women (although most women are immune to the virus) and medical advice should be sought	Children do not need to be excluded but must be well before returning to nursery
Threadworm	Threadworms are small intestinal worms that infect the intestines of humans and is most common in children. Symptoms include itching around the anus and difficulty in sleeping		As long as strict hygiene procedures are adhered to then the risk of spreading threadworms is relatively low.	Children do not need to be excluded from nursery. Nursery must maintain high standards of hygiene
Impetigo	Impetigo is a highly contagious bacterial infection of the skin and is very common in childhood between the ages of two and four years. Sores develop that will then rupture leaving a yellow-brown crust.		Highly contagious before treatment. Once treated with antibacterial treatment the bacterial infection is now longer contagious.	Children should not attend nursery until they have received 48 hours of treatment or until they sores have dried and healed.
Hand Foot and Mouth	Hand, foot and mouth disease is a common illness caused by a virus. Symptoms include, fever, loss of appetite, sore throat, small, flat or raised mouth eventually the hands and feet.	Virus can remain in the body for up to 4 weeks after recovery	Highly contagious and very common in children under the age of ten years.	Children should not return to nursery until they are well.

Staff are able to give prescription medication if your child still has to return to nursery before the course is completed. This must be in the original bottle and box with the doctors' label attached and you will also need to complete a medication form which you can get from your child's Keyperson. If your child is unwell and needs non prescription pain relief such as Calpol, Nurofen etc., they should not be brought in to Nursery until they are well enough to be here without medication.

*For Covid and respiratory illness the latest government guidelines will be followed.*

### Policies and procedures

Nursery has a full set of policies, which are available in Reception if you wish to view them. These include

- Admissions
- Aims and Objectives
- Promoting positive behaviour
- Child Protection/Safeguarding
- Complaints Procedure
- Confidentiality
- Curriculum
- Emergency Evacuation
- Equal Opportunities
- Health & Safety
- Parents and carers as partners
- Special Educational Needs

Please note that when you sign the registration form that you are agreeing to the policies, and you will supply your child with what they need at nursery this includes, any medicine, nappies, wet wipes, and sun cream etc.

### Complaints

If you have any concerns or complaints please speak directly to your child's keyperson initially, they will do everything possible to solve it for you straight away.

If this is not possible your child's keyperson will immediately speak to their room leader who will take on your concern/complaint and deal with it. They will get back to you with an outcome within three days at the most.

If this fails to result in an outcome with which you are happy, please put your concern, in writing if possible, to the nursery manager who will log these concerns and launch an investigation. This may take up to seven days but will be undertaken thoroughly and you will have an appointment arranged to discuss the findings and actions necessary from the investigation. The manager will also notify the board of trustees of this complaint investigation and its outcome.

If after all this you are still unhappy you can contact Ofsted, their details can be requested from reception.

### How do children learn through play?

#### Music

Music and singing play a large part in nursery. A child's vocabulary can be extended whilst singing and children with speech difficulties often find it easier to talk to a rhythm. In many of our songs we count or learn colours.

#### Books

Children like to be active but a time of rest and quiet is really valuable: so in our quiet areas you will find books to look at, stories being read to the children.

### Communication, Language & Literacy

This area has paper to draw and write on, board games that help develop speech, puppets and toys that encourage the children to explore communication, language and literacy.

### Problem solving, Reasoning & Numeracy

This area contains jigsaw puzzles, counting games, shape sorting and many other activities that help children experience problem solving, reasoning and numeracy.

### Water and Sand

The children find these activities fascinating. In their experimenting they discover what the water does when it is poured, splashed or dripped, in using sand and water, children gain ideas about weight and volume

### Floor toys and Construction toys

The children to make their own imaginary world on a small scale use the garage, cars, railway and dolls house.

Construction toys such as Lego, Sticklebricks and Mobilo are used to build towers, bridges and space ships, which also add to this imaginary world. Whilst doing these activities the children also develop skills in balance, number and colour.

### Painting

Children paint freely and choose their own colours and are not limited in the number of paintings they do. There are painting tables, paints and large sheets of paper; they are not shown how to paint and at first children may simply wish to cover the paper with colour. When they have had a great deal of experience with that, they may begin to paint people or houses, a painting that represents something they see. They should not be urged to reach this stage too quickly. This activity helps a child to develop their co-ordination skills and at the same time they enjoy the mess.

### Role Play Area

An great area for imagination the role play area changes often sometimes it's a kitchen, a bedroom, a doctors surgery, a castle, a ship, a desert island, the options are endless and the room leader will change it to suit the needs of the children in the setting. If you mention to your child's keyperson that someone close to your child is going into hospital they may set up a hospital and use it to help your child overcome any reservations they have about this. Furniture and dressing up clothes of the right size are arranged here.

Using their imaginations and allowing the children to express what they feel about the world and helps them to develop and grow emotionally and socially.

### Other activities

Your child will also have a chance to experiment with clay, dough, paste and cookery. Junk box modelling is also an important activity in nursery and many wonderful creations are made by the children to take home.

### Outside/Inside play

At every available opportunity we take the children outside. We believe there is no such thing as bad weather just inappropriate clothing. The garden area is used as an extension of the indoors and as many activities as possible will be available outside. Please remember to bring your child to Nursery with clothing that is appropriate for the weather outside. It is such a shame when a child cannot play out because they have not brought outdoor clothes.

### Children learn through play

Children gain in skill and understanding through their play especially when they have a chance to share their enjoyment with an adult and to talk about their discoveries. Children through their play develop physically, intellectually, socially and emotionally.

If your child has played in the home corner, constructed a town from Lego, listened to a story and modelled with play dough you will understand that they have not had time to make something to bring home to you, but they will still have discovered a great amount.

### The Prevent Duty

The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists.

The heart of Prevent is to safeguard children and adults by providing early intervention to protect and divert people away from being drawn into terrorist activity.

While it remains rare for children and young people to become involved in terrorist activity, young people from an early age can be exposed to extremist influences or prejudiced views including those of the Far Right and religious based extremism. It is therefore important that we take a proportionate approach and remain vigilant, although the risk may be low. As practitioners in Early Years education we are frontline staff who are in regular contact with members of the public.

**PREVENT**-stop people becoming terrorist.

**PURSUE**-to disrupt & stop terrorist attacks.

**PROTECT**-aims to strengthen our protection against terrorist attacks.

**PREPARE**-prepare aims to mitigate the impact of a terrorist attack, where an attack cannot be stopped.

### The process

- **Channel**-first stage to identify who may be at risk of being drawn into terrorist activity.
- **Referral**-when a person has been identified. A referral is made to a Channel police practitioner and an assessment is carried out.
- **Preliminary Assessment**-this will include a vulnerability assessment, looking at what their intentions are and how capable they are of carrying out acts of terrorism.
- **Multi-agency Panel**-works to support individuals who may be at risk. Supporting and promoting the welfare of the vulnerable. This is the responsibility of all statutory partners. Channel multi-agency panel uses existing collaborations between LA's, Police, Voluntary sector & Local Community.
- **Support**-Support packages and interventions will be put into place if the person is suitable for help.

