

September 2018

Cranford Statement of Purpose

Statement summary providing:

Ethos

Values

Aims

Purpose

Intentions to achieve

Cranford is a small family run nursery, our ethos is to provide a home from home atmosphere where children feel we are an extension of their family and in nursery we are all part of one big family.

Our values are to respect each other; this includes the children, the staff and the parents.

Our aims are to work towards best practice at all times.

Our purpose is to provide a safe and secure environment for children to learn and blossom where they feel confident to become independent learners.

Our intentions are to always work towards achieving the highest of standards set by the Regulation of Care Act 2013 and to maintain professional standards of care at all times.

Schedule 3 part 2

6(a) The Organisation and staffing structures:

Details of management and staffing structures.

The owner of the nursery, registered provider, registered manager, overall manager and first person in charge is **Fiona Harcourt**.

The first Deputy Manager and next person in charge (when Fiona is absent) is **Vicki Hargreaves** who is level 6 qualified in early years.

Our nursery nurse's are **Amy Uren** and **Ella Kinley** both level 3 qualified in child care.

Our nursery assistants are **Sharnie Reid, Rachel Storey and Katie McKnight**

Details of the structure of accountability and reporting arrangements.

Fiona Harcourt is the first person to report and accept any accountability and responsibility. Fiona is the first contact for any complaints or reasons to report any issues.

In **Fiona's** absence the first person to report and accept any accountability and responsibility is **Vicki Hargreaves**.

The registered providers name and business address and contact details.

The registered providers name and address is:

Fiona Harcourt

116 Woodbourne road

Douglas

Isle of Man

IM2 3BA

Tel: 01624 676086

Email: cranfordnursery@yahoo.com

6(b) whether the service requires a manager to be registered:

Cranford Nursery is required under section 14 of the Regulation of Care Act to provide a registered manager who is the person who manages the care service directly or indirectly and is responsible for the day to day operation at the care service.

The registered Provider is Fiona Harcourt

The registered Manager is Fiona Harcourt.

6 (c) the relevant qualifications & experience of the registered provider and registered manager:

Fiona Harcourt's qualifications are:

NNEB (National Nursery Examination Board) qualified 1985

Level 4 CMI Management

Level 5 Diploma Children's work force leadership and management.

First Aid, Full Safeguarding, Epipen, Elklan speech and language, Food Safety, Fire Marshall.

Experience:

2003 to present: Cranford Nursery Manager

Over 30 years Child Care experience in total.

6(d) the number, relevant qualifications & experience of the staff working at the care service.

4 daily staff

Vicki Hargreaves – Early Childhood Studies Degree – qualified May 2012 and has 6 years child care experience. First Aid, Safeguarding, Epipen, Epilepsy, Fire Marshall.

Amy Uren – Level 3 Diploma QCF in child care and education First Aid, Full Safeguarding, Fire Marshall. 2 years experience child care

Ella Kinley – Level 3 child care, Full Safeguarding, First Aid, Fire Training

Rachel Storey, First Aid, Full Safeguarding, Fire Marshall. (1 yr experience)

Katie McKnight Safeguarding, (3 yrs experience with Holiday Club)

6(c) the age range of service recipients that the care service intends to meet:

Age 2 years to 12 years.

6(f) the range of needs that the care service intends to meet:

The nursery is registered for 26 children.

The age range is from age 2 years. The service does not provide care for children less than two years of age.

The nursery can provide care for children up to 12 years.

The nursery provides an after school service, before school care and school holiday care. The children walk from our local schools.

The nursery age children do not go out on outings.

The nursery provides a holiday care service, we like to keep the age range from 4-8 years but this is discretionary. The nursery does use a vehicle for the holiday club when needed and parents are asked to provide car seats for their child.

Ratios:

16 children = 2 staff (2 staff on the floor with the children)

16 to 20 children = 3 staff (3 on floor with children)

21 children = 4 staff. (1 staff is supernumery for management duties and 3 on the floor with children)

24 children = same as above

25 and 26 children = 5 staff – (1 staff supernumery for management duties and 4 staff on the floor with the children)

50% or half of the staff on duty must be qualified and a person in charge must be present at all times. The first person in charge is **Fiona**, then **Vicki Hargreaves**

The ratio for the nursery classes is 1 adult to 8 children.

Our nursery assistants will float between rooms, toilets and nappy changing areas as does Fiona. If we have a child with special needs or difficulty settling then extra staff will be brought in.

6(g) whether nursing is to be provided:

No nursing care.

6(h) any criteria used for admission to the care service:

The nursery has an admission form which must be completed along with an authorisation to collect form. A prospectus is provided and a parent contract with policy and procedures provided.

6 (I): The nursery has 3 playrooms, one room is a wet room for messy play and arts and crafts. The children rotate rooms so each group has a variety of toys and a change of environment. **We use our garden as an extra class room.**

6 (J) N/A

6(K) The arrangements made for consultation with service recipients and/or their representative about the quality of the care service:

The nursery provides feedback sheets and questionnaires to parents: we also provide a complaints and comments box. We provide letters when there is to be a change of staffing and updates on any information. Parents are encouraged to discuss with staff any queries they may have. We have a complaints policy which all parents receive. Parents are notified of their child's key worker before they start and introduced to them. They are invited to speak and see their child's learning journey and their work book. Parents are given feedback on their child's day. They are offered feedback by personal one to one contact, a daily diary if they request one, e-mail, telephone and face book.

6 (L) the fire precautions and the associated emergency procedures at the care service:

Our designated **Fire Marshalls** are **Fiona and Vicki Hargreaves**. All staff are Fire trained and made aware of emergency fire procedures in their induction training.

The nursery has a Fire Policy & Procedure and a completed risk assessment done by a competent person which is **John Bellis (Fire Officer)** We have a Fire file which all staff and students and volunteers must read and sign to say they have read and understood the fire procedure.

Each room has a fire procedure by the door.

The staff practices a weekly smoke alarm procedure where we test the alarms, we also practice a monthly fire drill with the children and will record if a child shows distress when this takes place. The emergency lighting is tested for 3 hours monthly. All of our tests are done in the holidays when the nursery is closed. The alarm system is annually tested by a registered electrician, the fire extinguishers are also annually tested and all electrical equipment and plug sockets are pat tested, pat testing is also annual.

6 (m) the arrangements made for dealing with complaints about the service, including those made by staff members about quality of care and service recipients welfare issues:

The nursery has the complaints procedure on display; it is in the prospectus and in the parent's contract. We have a complaints box outside so any complaints will be confidential. An example of our complaints procedure:

Complaints Procedure:

Please contact **Fiona or Vicky Hargreaves** first with a complaint; we will do everything possible to put the matter right and to give it our full attention. If the complaint cannot be resolved then we will contact our nursery inspector. The nursery reserves the right to cancel a nursery place and to request a parent to remove their child.

Registration and Inspection Unit

Head of Registrations and inspections Unit

Catriona Bradley

Ground floor

St Georges Court

Hill Street

Douglas IM1 1EF

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randi@gov.im

6 (n) the procedures for the protection and safeguarding of children and vulnerable adults as appropriate:

As best practice the Police crime control officer has been to nursery and inspected the premises, the outcome was that the nursery is safe and the garden is enclosed. He was happy that we have no hidden areas. All staff are police checked and checked with social services and out of area checks are also done.

Child protection and safe guarding children.**A more indepth version of our safe guarding children and child protection for parents who are registered with Cranford.**

We would like to inform you of our Child protection policy which conforms to the Isle of Man's Child Protection Committee Agency Procedures and is a legal requirement which we must conform too and is set by social services.

When a member of staff becomes concerned about a child and reports this concern to management then we have no choice but to proceed with the rules set out by government.

Our first procedure is to contact the parent to discuss the issue. If the problem is persistent or the parent has no positive explanation for the concern then the child's condition and parents explanation will be recorded in a diary which will be completely confidential. (A child's condition can be their physical & emotional state, hygiene, diet and behaviour). Any injuries that the child has on him from home will be recorded in the accident book.

The second procedure is: If the nursery feels they need to pass the problem to the authorities then the child's health visitor is firstly contacted, she will contact the family to offer support, if she feels additional support is required then she will contact social services. If out of hours referrals are made then the duty social worker via the police station will be contacted.

If the concern is bruising (this can be unusual bruising and/or in an unusual place) then the first procedure is to contact the parents, if necessary the parents will be informed that the duty social worker will need to see the bruise to identify if it is a concern. Parents should know that photographs may be taken of the bruising, this is because of the nature of bruising and time is of the essence before the bruise fades.

Examples of unusual bruising can be finger print marks due to rough handling on legs, arms & body or finger print marks at the top inside thighs which may be suspected sexual abuse and hand print marks on the bottom where a child has been hit.

Action taken is never personal but procedures that every nursery are bound by law to follow.

We will always offer the family help and support throughout the procedure working in partnership with family and authorities ensuring the family can address the concerns without feeling isolated.

If you would like more information please contact Fiona.

Parents will be asked to complete an "authorized persons to collect" form this safe guards your child so they are collected by a known person.

The nursery cannot be held responsible for reporting any concerns by following the procedures of child protection and safe guarding, by registering with the nursery parent/guardians are agreeing to our terms and conditions.

"Whistle blowers" policy - Practitioners policy of concern

All staff is encouraged to alert **Fiona or Vicki** of any concerns especially if it regards another member of staff and bad practice. The "whistle blower" will remain confidential whilst an investigation takes place. If **Fiona or Vicki** cannot sort out the problem then our nursery inspector will be informed of the concern.

6 (o) details of the arrangements for the storage & administration of medicines at the care service:

Medicines

We have a very strict medication policy and procedure involving the administration of medicine.

The key worker will be asked to record information in the medicine book which includes dosage, time medicine will be given, the key worker will administer the

medicine and date and time and sign, the parent will be asked to sign in the morning to agree to the medicine being given and then again in the evening after medicine has been administered.

All medicine will be labelled and dated with the child's name and kept in a container in a locked cupboard or the fridge.

It is the parent's responsibility to remember to take home your child's medicine this includes inhalers; therefore it can only be collected once the nursery is open again for business.

Please inform us if your child is allergic to any plasters or antiseptic cream. Parents must inform nursery of any allergies so that all staff can be notified a procedure will then be put into place to accommodate that child.

6 (p) details of the arrangements for meeting the service recipients health needs:

We have an emergency contacts box with the child's emergency contacts, doctor, health visitor in case of an emergency; the child's cards have medical conditions and allergies on it. We also have an exclusion policy and file which parents are made aware of and informed when it is safe to return to nursery.

6 (q) the arrangements for setting out a service recipients plan of care and how that plan is reviewed:

If a child needed special care whether it was medical, physical, educational or behavioural then we would work with parents in partnership to agree a plan of care. This would include working with other agencies and ensure that all staff were aware of the child's needs and relevant staffing put in place.

6 (r) details of any specific therapeutic techniques used at the care service & arrangements made for their supervision: N/A

6 (S) the arrangements made for service recipients to engage in their chosen faith:

The religious beliefs of a child and family will be worked into the curriculum and if necessary into the daily routine.

6 (t) details of how the care service intends to respect privacy, dignity and promote independence and choice and if these values are restricted either through judicial process or the service users best interests, the arrangements in place monitor and review such restrictions:

The nursery has a staff behaviour management policy and all staff are made aware that dignity and respect is vitally important to all children and parents and families.

Staff behaviour management policy

All adults will provide a positive role model for children with regard to respect and dignity and courtesy. We will offer the family help and strategies for handling any problems such as head lice, toilet training, conflict or negative behaviour. The rules for managing behaviour will be explained to all parents and staff for example: we encourage best behaviour by using a sticker reward system. Time out is a chair next to the teacher and if difficult behaviour is continual a daily diary is written for the parents and staff to see if there is a pattern emerging for the behaviour. Adults will ensure the same rules are applied consistently so the children have security knowing where the boundaries are. Adults promote positive language. Adults will not shout. Adults will explain why certain behaviour is not acceptable and adults will avoid negative attention but promote positive attention, cuddles are very important and so is a fun safe secure environment.

Date approved and arrangements for review:

The date this statement of purpose became operational was March 17th 2014.

This document has been reviewed and updated 11/8/18

This document is to be reviewed every 3 months.