



Information Pack

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Thank you for your interest in our nursery. This pack is a small introduction to our group. If you wish to view one of our nurseries once you have read the information, please email us using the details above and we will be happy to show you around.

About Us

We are a small group of family-run day nurseries situated in and around London providing exceptional childcare for children aged 3 months to 5 years.

Established and run by the same family for over 30 years, we maintain a strong family ethos and believe that, by working with the families we serve, we can produce confident and happy children who thrive and have every opportunity to reach their full potential.

Our Staff

We pride ourselves on our adult-child ratio and low staff turnover, and have a robust recruitment system in place to ensure we have the right people to look after your children.

Almost all our employees hold a recognized childcare qualification, whilst the rest are in the process of gaining childcare qualifications. Staff members regularly attend training courses for their continued professional development and to keep up to date with the latest guidelines, including first aid, allergy awareness, safeguarding, and health & safety. All members of staff also undergo an enhanced DBS check to ensure they are suitable to work with children.

Aims

- To provide high quality care and education for children aged 3 months - 5 years
- To provide a happy, caring and homely environment and enable the children to develop self-confidence and self-esteem.
- To form a relationship between staff and children built on trust and confidence to ensure their time with us is happy and enjoyable.

- To work in partnership with parents to help children learn and develop.

Our Rooms

Baby Room (3–24 months)

We endeavour to provide a warm, bright and stimulating environment for our babies. Children will take part in messy art activities, singing and music. Whenever possible and with suitable weather we will take the babies out for walks.

Our staff is committed to the care and development of young babies and children. We operate a key worker system in the nursery using an electronic observation system. In the Baby Room we complete reports for each child on a daily basis - the staff will write a report every day on electronic software which will then be available for parents to view online or via a mobile app.

Toddlers (2–3 years)

For toddlers we have lots of creative activities and messy play. Children are taught social skills such as taking turns, sharing, making friends and being kind. We also encourage them to be independent, e.g. feeding themselves, wiping their own noses and potty training. Our small group activities give the opportunity for more structured learning.

We operate a key worker system in the nursery using an electronic observation system. In the Toddler Room we complete reports for each child daily - the staff will write a report every day on electronic software which will then be available for parents to view online or via a mobile app.

Feedback from you about your child's time at home is both welcome and helpful. We hold parent-teacher meetings twice a year to discuss your child's progress.

Pre-School (3+ years)

Pre-school activities and planning take into account the growing needs of each child. We follow the EYFS framework - children will build on the skills already learned and will follow a more structured environment of planned and free choice activities to meet the seven key areas of learning.

When planning to meet these areas, our staff will assess individual needs, abilities and interests. Staff will encourage and motivate the children to develop at their own pace and help them to gain self-confidence and self-respect. Children also have access to extra-curricular activities offered by outside teachers.

We operate a key worker system in the nursery using an electronic observation system. The key worker will observe and record your child's development following the guidelines of the Early Year Foundation Stage on electronic software which will then be available for parents to view online or via a mobile app.

We hold parent-teacher meetings twice a year to discuss your child's progress. However, informal chats when dropping-off or picking-up your child are very welcome. Written reports are sent home bi-annually.

Children's Development & Learning

For children's development and learning we are guided by the Early Years Foundations Stage (EYFS 2017). The EYFS sets the standard that all childcare providers must ensure that children learn and develop and are kept healthy and safe.

The overarching principles of the EYFS are:

- Every child is a unique child who is constantly learning;
- Children learn to be strong and independent through positive relationships;
- Children learn and develop in enabling environments;
- Children learn and develop in different ways and at different rates.

There are seven areas of learning that shape our educational programme:

- Communication and language
- Physical development
- Personal, social and emotional development
- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

Assessment

We assess how young children are learning and developing by observing them frequently, and we hold parent-teacher meetings at least once a year.

The Progress Check at Age Two

The EYFS requires that, when a child is aged 24–36 months, we supply parents with a short written summary of their child's development in three prime areas of learning and development; personal, social and emotional development; physical development; and communication and language.

Online Software

At Ladybird we use online based software to record your child's learning journey whilst at nursery. Photos, videos and audio clips will be recorded on a tablet by staff, allowing parents to see exactly what your child is getting up to day-to-day at nursery. Observations, daily reports and general updates will be published via an app, which can be securely accessed by parents/carers through the mobile app or web browser.

Our aim is to work with parents to enhance your child's development, so as well as being able to see what they are getting up to while in our care, you can get involved and contribute your own photos and notes from home to show all the fun things your child gets up to outside of nursery. Together we can provide the very best experience throughout your child's early years.

Meals

At Ladybird we recognise that regular healthy meals are very important for short- and long-term health, and so our menus for the children are specially formulated to provide good nutrition whilst making healthy-eating fun.

Food for all our children is freshly prepared daily on the premises by our own cooks who ensure our meals are low in fat, sugar and salt. Babies starting on solids will have their food pureed for them. There are vegetarian and non-vegetarian options, and we will cater for other special dietary needs.

Meals are served at:

- Breakfast: 8-9am.
- Lunch: 11.30am-12pm
- Tea: 3-3.30pm

Holidays & Opening Hours

The nursery is open for 51 weeks in a year - the closed period being around Christmas. We may close for one or two extra days in a year to accommodate staff training needs. You will be notified of the training dates in advance.

Our core opening hours are 8am to 6pm, Monday to Friday.

At our Anerley, Beckenham, Bromley, and Chalfont nurseries, we offer additional hours for early drop-offs (7.30 - 8am). These will only be offered if sufficient demand exists - please ask for further details.

Drop-off and Pick-up

Parents are welcome to drop-off and pick-up their children at any time during their child's booked session, however we ask you to avoid busier times (meal and sleep times). If you wish to discuss your child with the staff, you can do so in the mornings at drop-off time or at pick-up time provided you arrive earlier than collection time. All parents are urged to close any gates and the front door securely behind them.

Nappies

The nursery provides nappies and wipes. We do not specify a particular brand or manufacturer of nappies - if you prefer a specific brand for your child, you will need to provide these. You are asked to provide any cream that you may use for your child.

Other Activities

We have extracurricular classes twice a week (fitness and language), which are included as part of the fees. The children are also taken out as regularly as possible for walks to the park, shops, and other locations of interest.

Parents

Parents are regarded as members of our setting who have full participatory rights. These include a right to be:

- Valued and respected;
- Kept informed;
- Involved; and
- Included at all levels

Working Together for your Children

We maintain the ratio of adults to children in the setting that is set by the Early Years Statutory Framework. This helps us to:

- Give time and attention to each child;

- Talk with the children about their interest and activities;
- Help children to experience and benefit from the activities we provide; and
- Allow the children to explore and to be adventurous in safety.

Safeguarding

At Ladybird we take safeguarding very seriously and as such have detailed policies to ensure the safeguarding of the children. Managers and Practitioners are legally obliged to report all safeguarding concerns to the Local Authority. If you have any safeguarding concerns, please contact the Nursery Manager immediately.

We have also installed comprehensive CCTV systems to make the nursery as safe an environment as possible for your child. CCTV images are not available for parents to view.

Illnesses, Medication and Exclusion Periods

At Ladybird we do everything to prevent contagious illnesses, however we cannot always avoid them or guarantee your child will not get them. If your child does become ill, please inform us of the reason your child is absent from nursery and of any infectious illness.

We have specific exclusion periods for certain common illnesses - please adhere to these strictly as they are a very important element of infection control within the nursery.

- Chickenpox – until all spots have scabbed over and dried out
- Conjunctivitis – 24 hours from start of treatment (if required)
- Ear infection – 48 hours from the start of antibiotics and when the child is well enough to return
- Hand, Foot and Mouth – until the last blister has dried up
- High temperature (above 38C) - 24 hours after the last high temperature
- Impetigo – until the last blister has dried up
- Scarlet Fever – 48 hours from the start of antibiotics and when the child is well enough to return
- Sickness or diarrhoea – 48 hours after the last episode

Calpol before nursery

If a child is given Calpol at home in the morning before attending nursery, they will not be permitted to attend nursery, unless it was given to alleviate teething symptoms or due to being recommended by a medical professional after a vaccine or injury (e.g. broken bone).

When a child joins the nursery, we seek consent to administer Calpol in an emergency (e.g. if a child develops a temperature). It is therefore essential to inform us if your child has had Calpol before attending to prevent the possibility of the nursery administering Calpol in addition to the dose of Calpol given at home, which could potentially lead to overdosing.

If your child has had Calpol before nursery, please inform the member of staff at the door and complete a 'Calpol at Home' form at drop-off to ensure the nursery is kept informed of the time this was given and the reasons why.

Medication and antibiotics

If your child has been prescribed medication that they have not taken before or antibiotics, they will be unable to attend the setting until 24 hours after the first dosage. A medication form will need to be completed if you wish

for us to administer any medication to your child. All medicines must have a label with your child's name on it. Please note we cannot administer any medication that has not been provided by the parent, except for Calpol and Piriton, of which the nursery keeps its own supply.

Unfit to attend nursery

If your child remains unfit for nursery beyond the above guidelines, please keep them at home. By bringing a sick child into the nursery you are putting other children and staff at risk. Should your child become ill and so unable to follow our routine at nursery, we will try to contact you as soon as possible so that they can be collected.

Policies

Copies of our policies are kept on site at all of our settings. We encourage you to read through all our policies and procedures.

Complaints

If you have any complaints about the nursery that cannot be resolved by us, you will need to contact Ofsted. Full contact details for Ofsted can be found within the nursery or online.