

NURSERIES: PARTNERSHIP WITH PARENTS & CARERS POLICY AND PROCEDURE

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1 POLICY STATEMENT

Parents and carers are welcomed at University Hospitals Sussex NHS Foundation Trust nurseries and we are committed to continuing close liaison links with home to benefit the children's welfare.

The staff will recognise that parents and carers have the greatest knowledge and are the main educators of their own child.

Our aim is to provide an atmosphere of mutual trust and agreement, where parents, carers and nursery staff communicate and support each other to create consistency of care and greater understanding of their child.

Parents or Carers are given the required documentation relating to their child's admission to nursery prior or on the first induction day. The Nursery Manager will outline key nursery policies and direct them to the online site to gain all policies and procedures, alternatively hardcopies of these policies are displayed in the main hall of the nursery.

All families are welcomed and valued by the Nursery, recognising the diversity in all families units.

2 AIMS OF THE POLICY

- 2.1 New Parent and Carers are regularly contacted by the Nursery Manager from submitting their application form to being offered a nursery place. The Nursery Manager will endeavour to offer sessions that support working parents/carers with days and hours.
- 2.2 Parents and Carers are required to complete all legal documentation before or during the first settling session. Unfortunately a child will not be able to be left without a parent or carer until all documentation is fully completed.
- 2.3 Parents/Carers must update all relevant personal details, relating to the family, when necessary. These include, change of address, phone numbers and emergency contacts. This is to ensure we provide efficient childcare in case of emergency.
- 2.4 Parents/Carers are welcome to discuss their child's development and welfare with their key person and/or the manager can be arranged to suit both the parent and staff. All meetings to discuss your child's development are treated with privacy and confidentiality.
- 2.5 The nurseries operate a Key Person system (see key Person policy) which facilitates a close working relationship with parents and carers. This is two-way information sharing to support each child's individual needs, both in nursery and at home.
- 2.6 As a diverse and inclusive NHS Trust we respect the religious and cultural backgrounds and beliefs of the families that access our nurseries. We will also endeavour to accommodate special educational requirements wherever possible and practical to do so.

- 2.7 The nursery has a parent/carers open evening once or twice a year to discuss your child's development and for the parent/carers to explore the equipment that your child uses daily at the nursery.
- 2.8 There is a parent's/carers notice board in the entrance hall with updated information. A newsletter and letters are distributed regularly to update parents/carers on events that are happening in the nursery.
- 2.9 On admission to the nurseries parents and carers are able to provide an email address thus allowing us to communicate electronically providing updates, queries and if required newsletters or other documentation.
- 2.10 When your child is due to move into the next age group, you will be offered a meeting with your child's 'Key Person' to discuss your child developmental progress and you will also be introduced to your child's new key person and shown around your child's new room. Parents/carers are welcomed to access their child's development records anytime that are situated in files in their child's room. If you have any concerns with your child's development please do not hesitate to talk to your key person.
- 2.11 Parents/carers are informed of the themes and topics the children are currently investigating and involvement is welcomed.
- 2.12 When it is nearing to your child attending school the nursery staff will begin to prepare the children about school by reading storybooks and having general discussions about their pre-school visits. The parents/carers are also given some information about preparing your child for school to ensure that they settle into school as smoothly as possible.
- 2.13 Parent and carers are encouraged to provide input at how the nursery is operating and how staff and the management team can make continuous improvement. Questionnaires are sent to families so that care can regularly be reviewed and feedback from families of the deliverance of the service.
- 2.14 If the Nursery has any contagious infections that may spread from child to child notices will be displayed within the nursery explaining the signs and symptoms and incubation period the parent/carer should observe with their child. If unsure the parent/carer should discuss with a member of staff or the Nursery Manager.
- 2.15 We welcome the contribution parents and carers have to our nurseries and promote them to share their skills, knowledge and experiences with us.
- 2.16 On occasions such as nursery outing days or celebration events the parents/carers maybe asked for their availability to help.
- 2.17 Occasional fundraising events are organised with volunteer assistance from parents.
- 2.18 We request that all nursery fee payments are made within the 30 day period of a raised invoice as part of the contractual agreement the parent and carer has with the nursery
- 2.19 University Hospitals Sussex NHS FT nurseries have a Facebook Page. The page is designed to update present and past families and friends on all the latest news and events happening and to gain feedback about our nurseries.
The link to the page is: <https://www.facebook.com/University-Hospitals-Sussex-Nurseries>
We ask that parents and carers respect confidentiality and do not write negative comments regarding our nurseries on social networking sites. We politely request that any concerns are raised directly to the nursery management team. In addition, in the interest of safeguarding the nursery children in our care you do not publish photographs of other children or videos with the knowledge and consent of the nursery.

3 ASSOCIATED POLICIES & PROCEDURES

UHSussex Nursery Admission Policy
 UHSussex Nursery Arrival and Departure Policy
 UHSussex Nursery Parental Responsibility Policy
 UHSussex Nursery Conduct on Parents and Carers Policy
 UHSussex Nursery Safeguarding and Child Protection Policy
 UHSussex Nursery British Values and Prevent Duty Policy
 UHSussex Nursery Complaints Procedure Policy

4 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Written Amendments 11/01/2022	Tracey Gregory, Childcare Services Manager
Reviewed Amendments 11/01/2022	Samantha Scott, Sussex House Nursery Manager, Royal Sussex County Hospital
Next Review Date	November 2023

Approval and Amendment History	Details
Written 21/09/20217	Tracey Gregory, Childcare Services Manager
Reviewed	
Notes	