

Introduction

Topsham House Day Nursery opened in 1996 in a purpose designed and converted single storey building on Peckleton Lane Business Park, Peckleton. Topsham House relocated in September 2000 and is now conveniently located in the village of Desford, in a large detached Edwardian property. The nursery is situated in the centre of the village, having a large plot of land with excellent car parking facilities and a large self-contained garden for the children. The facilities provided are to the highest specifications and are registered to cater for up to 50 children.

The nursery opens at 7.45 am Monday to Friday and closes at 6 pm, as we recognise the needs of parents who work long hours. We also provide sessional care for those that require part time care. Topsham House is registered to take children from 6 weeks to 8 years of age.

In January 2001 Topsham House Children's Club opened at the former site in Peckleton, before moving to join us at the Desford site in January 2006. The club caters for children from 5 to 10years, providing before and after school care, a Holiday Club and transportation to and from selected local schools. The Children's Club is fully equipped and organised to provide structured fun activities for our older children.

Topsham House Ltd is owned by Susan Macted, a qualified and experienced primary school teacher, who recognises the importance of early child development and pre-school education. Topsham House provides excellent stimulation for its children, and a sound educational foundation. There is a wide range of facilities for all ages and stages of development. The Nursery is a safe, caring and stimulating environment where children's development is nurtured.



Topsham House Day Nursery Aims to

- 👶 Provide a safe and stimulating environment that allows a child to develop their own potential.
- 👶 Provide a relaxed and happy atmosphere, where a child is treated as an individual.
- 👶 Promote professional and trusting relationships with parents and provide support and guidance.
- 👶 Understand, fulfil and consistently respond to parents' needs and expectations.
- 👶 Encourage children to respect and enjoy the company of adults and children.
- 👶 Encourage children to explore, be creative, make use of their imagination and develop their own personalities.
- 👶 Encourage children to be independent, self-disciplined and develop high self- esteem.
- 👶 Maintain professional records to follow the development of the individual child, providing daily feedback for parents.
- 👶 Provide a healthy and well balanced diet, and encourage good table manners.
- 👶 Ensure a safe and hygienic environment for children.
- 👶 Provide a curriculum that will offer each individual child the opportunity to learn and develop at their own pace.
- 👶 Offer the highest levels of childcare in a secure and stimulating environment.
- 👶 Encourage staff to reach their full potential through promoting training opportunities and teamwork.
- 👶 Promote equal opportunities and inclusion within the nursery.



The Facilities

The nursery is divided into four group rooms.

Piglet's Room for babies under 15 months has a play area, feeding area, self-contained kitchen and a sleep area. This area caters for up to 6 children with two members of staff. This room looks out onto the children's garden.

Eeyore's Room for children between 15 months and 2 years. In this room the children gain confidence, and develop their social and physical skills, in this short space of time before entering Tigger's Room. Two members of staff look after up to 6 children.

Tigger's Room for the 2 to 3 year olds is a large room, which caters for up to twelve children with three members of staff. The room is split into two sections – a floor play area and an activity area.

Pooh's Room for the 3 to 4 year olds is the largest room. This caters for up to sixteen children with two members of staff.

Roo's Room is a fully fitted and equipped soft play room that is used by all Topsham House children.

All of the group rooms have a carpeted area so that floor activities can be enjoyed. Each room is well equipped with toys, books, art materials and pre-school resources. Computers are also provided for the older children, and there are tape/cd recorders for listening to music, and a television and video for educational purposes.



The nursery's facilities also include a craft room. Rabbit's Room has a washable floor where all messy activities are undertaken. These include painting, sand and water play, collage, cornflour play and much more!

The Children's Club room is also the dining area for the children over 2 years of age.



The nursery garden underwent a major refurbishment in the autumn of 2010, we installed a music stage, a woodland physical challenge area, a shaded story chair area, Pirate Ship and Treasure Chest sand box as well as activity panels and shade canopies. We also have plenty of cars, trikes and push along toys. Playtimes are staggered so that children are able to play with older and younger children, whilst staff are always on hand to ensure the children's safety.



Child Development and Education

Learning should be a natural and enjoyable part of childhood. Children learn through play and communication with their peers and with adults. At Topsham House we believe in offering a child the best possible pre-school education in a loving and caring environment.

A structured day is provided from the earliest age. A variety of experiences and opportunities are offered daily to all children. Babies will be encouraged with multi-sensory stimulation, participating in water and sand play, floor play, corn flour and spaghetti play. A large part of their day will also be spent interacting with the nursery staff, cuddling, feeding and playing.

As your child moves through the group rooms, from baby to pre-school, they experience a wide variety of activities helping to prepare them for their transition to primary school. Many of the activities are based around elements of the Early Years Foundation Stage.

The nursery has developed its own curriculum, which is complimented by the requirements of Ofsted, and the “Early Years Foundation Stage. Daily activity timetables on show for parents information. The activities are enjoyable, stimulating and meet the needs of each individual child. Pre-school and Tigger’s activities include dance and PE. We use Oxford Reading Tree, a reading scheme for those children who are ready to read before they start school.

We have received excellent reports from our Ofsted Inspections: -

“Children's individual needs and uniqueness are recognised and met well as staff have a secure understanding of the Early Years Foundation Stage (EYFS). Good relationships are firmly established with parents and carers”

“Babies and very young children are cared for in visually stimulating rooms with a wide range of resources to promote early development. Staff plan flexibly to provide various activities including paint and sand in addition to easily accessible resources, including hand activated toys and those to develop hand-eye coordination and physical skills. Staff follow meticulous hygiene routines”

“There are particularly effective, written plans for the educational programme which show balance, continuity and progression.”

“Children make good progress towards the early learning goals through a balance of adult-led and child initiated activities.”

From consultation with local schools we are aware of what will first be expected by them and it is our aim to make the transition from nursery to primary school as smooth as possible for your children.

Section 3. Child protection. Managing Behaviour

Behaviour and Sanctions Policy

Topsham House Day Nursery understands the importance of the individuality of the child.

Staff members will be consistent at all times. Children will be treated with respect. Good behaviour will be rewarded appropriately and children will be encouraged to act responsibly.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within Topsham House we aim to set these boundaries in a way, which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Sanctions applied in the case of unacceptable behaviour must take account of the age and stage of development of the child, be relevant to the action or actions and be fair.

The Manager shall ensure that the parents/carers are fully informed about and support the actions being taken to modify the child's unacceptable behaviour.

Corporal punishment (slapping, smacking, or shaking) will never be acceptable practices and will not be used. However, it may be necessary to use restraining action in an emergency to prevent personal injury or serious damage to property.

Parents / carers should feel free to discuss any concerns they may have with the Manager. All matters will be treated in the strictest confidence.

- 1 The nursery believes in promoting positive behaviour.
- 2 We aim to encourage self-discipline, consideration for each other, our surroundings and property.
- 3 By praising children and acknowledging their positive actions and attitudes, we hope to ensure that children see that we value and respect them.
- 4 Nursery rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult or by verbal bullying may be removed from the group. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge that a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.
- 5 How a particular type of behaviour is handled will depend on the child and the circumstances. It may involve the child being asked to talk and think about what he or she has done. It may be that the child will not be allowed to make his or her own choice of activities for a limited period of time. We operate three warnings with time out procedure for unwanted behaviour.
- 6 The child will also be asked to see if the child/person who was 'hurt' is all right and to demonstrate that they are sorry.

- 7 In extreme cases the child will be removed from the classroom or garden until he or she has calmed down and had time to reflect on his or her behaviour.
- 8 Parents will be informed if their child is persistently unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between home and nursery. In some cases we may request additional advice and support from other professionals such as an educational psychologist or child guidance counsellor.
- 9 Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively.
- 10 Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.
- 11 Children must be encouraged to recognise that bullying, fighting, hurting, pinching, kicking, hitting, and racist comments, and unpleasant language are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

Sanctions will be noted on a Sanctions form and discussed with the Parent at the end of the child's session.

After the use of sanctions and regular discussions with the parents, if the nursery feels that the nursery environment is not best suited for an individual child, then this will be discussed with the parents and 4 weeks notice given to terminate the place.

The Manager, Karen Haylett, is the named Behaviour Management Advisor. Any member of staff who has concerns with any child will discuss them with the Behaviour Management Advisor.

Anti-bullying

Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately.

Please Note

The policies of Topsham House are under continual review in the light of team discussions and its effectiveness. Policies may be amended at any date and any revisions are handed to staff accordingly.

The annual review takes place in June. This policy was updated September 2012. KH

Safeguarding Children Policy

Each child is entitled to be protected against all forms of physical, mental and sexual abuse and neglect.

Due to the many hours of care Topsham House is providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse. Topsham House has a duty to be aware that abuse does occur in our society. This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to emotional, physical or sexual abuse or neglect.

Our prime responsibility is the welfare and well being of all children in our care. As such we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention.

Topsham House has a duty to report any suspicions of abuse to the Local Authority which has a duty to investigate such matters. Topsham House will follow the procedures set out in the Local Authority Safeguarding Documents, and as such will seek their advice on all steps taken subsequently.

A. Physical Abuse

Action will be taken under this heading if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented.

Procedure

- 1 Any sign of a mark/injury to a child when they come into nursery will be recorded.
- 2 The incident will be discussed with the parent/carer.
- 3 Such discussion will be recorded and the parent/carer will have access to such records.
- 4 If there appear to be any queries regarding the injury, the Child Protection Unit in the Local Authority will be notified.

B. Sexual Abuse

Action will be taken under this heading if the staff team have witnessed occasions where a child indicated sexual activity through words, play, and drawing or had an excessive pre-occupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour.

Procedure

- 1 The observed instances will be reported to the nursery manager.
- 2 The matter will be referred to the Local Authority.

C. Emotional Abuse

Action will be taken under this heading if the staff team have reason to believe that there is severe, adverse effect on the behaviour and emotional development of a child caused by persistent or severe ill treatment or rejection.

Procedure

- 1 The concern will be discussed with the parent/carer.
- 2 Such discussion will be recorded and the parent/carer will have access to such records.
- 3 If there appear to be any queries regarding the circumstances, the matter will be referred to the Local Authority.

D. Neglect

Action will be taken under this heading if the staff team have reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold and starvation) which results in serious impairment of the child's health or development, including failure to thrive.

Procedure

- 1 The concern will be discussed with the parent/carer.
- 2 Such discussion will be recorded and the parent/carer will have access to such records.
- 3 If there appear to be any queries regarding the circumstances the Local Authority will be notified.

Should any member of staff have concerns for the welfare of any child they will immediately inform the Manager/Senior Nursery Officer or Mrs Maxted. A nursery officer's responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations and of anything said to them by the child or others in connection with the suspected abuse. It is always important to listen to children. Strict confidentiality will be observed at all times. All our staff will receive training on the protection of children from abuse. It is the policy of Topsham House to provide a secure and safe environment for all children.

It aims to:

- Ensure that children are never placed at risk while in the charge of the nursery staff.
- Ensure that confidentiality is maintained at all times.
- Ensure that all staff are familiar with Child Protection issues and procedures.
- regularly review and update this policy.

Social Services, Children's Social Care Unit (0116 305 0005) and the police have a duty to investigate all cases of suspected abuse. If a child is suspected of being abused by a member of staff then that person will be suspended from duties pending further investigation. This will not be seen as an admission of guilt. OFSTED () and the Local Authority Designated Officer (LADO) will be informed (0116 3057597 / 07919305571).

Children in the care of Topsham House Day Nursery will be treated with respect and will not be subjected to any of the above.

Under no circumstances will children be-

Smacked, slapped, hit, kicked, shaken, pulled and pushed, force-fed or denied food. Children will not be humiliated, threatened or frightened.

Karen Haylett is the named Safeguarding Officer. Files are stored in a locked filing cabinet. The Owner/Manager has access to this cabinet as does the Deputy/Senior Nursery Officers when they temporarily fulfil the role of Manager.

Please Note

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Staff Training

Topsham House employs only quality staff. All staff are encouraged to further their education and Topsham House is committed to training staff at all levels. Staff undertake regular training sessions both within the nursery on internal courses and on external courses. Topsham House encourages all unqualified staff to undertake NVQ training or equivalent. Staff at Topsham House have a modern and realistic outlook on childcare.

Staffing

The caring staff at Topsham House are all approved by Ofsted and hold appropriate childcare qualifications. The nursery is staffed in accordance with Ofsted's requirements. The minimum staff ratios are -

One member of staff for three children under 2 years.

One member of staff for four children from 2 – 3 years.

One member of staff for eight children over 3 years.

The owner, Susan Maxted, takes ultimate responsibility for the nursery, its staff and children. The Nursery Manager, Karen Haylett manages the nursery and works closely with the owner to ensure that the quality of care and professional organisation of the nursery is maintained. Karen has a deputy and a Senior Nursery Practitioner to help her manage the nursery and a team of 12 Nursery Practitioners, a Cook and a Cleaner.

It is our policy to ensure continuity of care at the nursery. Each child has a key worker, a dedicated member of staff, who is responsible for monitoring their development.

All nursery staff wear a uniform of black trousers/skirt with a red nursery tunic and black cardigan. The nursery staff also wear identity badges.

Susan Maxted Owner

As a qualified primary school teacher, with experience. Susan recognised the need for a day nursery that provided quality pre-school education and set up Topsham House Day Nursery. Since the nursery first providing parents with quality childcare is being fulfilled.

Karen Haylett Nursery Manager

Karen Haylett, the Nursery Manager is responsible for the day to day running of the nursery and ensuring that it adheres to Ofsted regulations. Having qualified in 1993, Karen joined Topsham House when it opened in 1996 and her qualifications include an NNEB, HND level 5 in "Advanced Practice in Working with Children and Families" a BA(Hons) in "Early Childhood Studies" and The Early Years Professional Status. She has many years experience in working with children through from 6 weeks to 11 years. Karen holds a First Aid certificate.

Parental Involvement

It is the belief of this nursery that parents are their child's first educators and whilst a child is within the nursery the parents should remain active participants in the continuing process of care and education. To assist in positive development of quality nursery care the following procedure has been developed.

Parents are actively encouraged to be involved within the nursery; parents are welcome to visit at any time. We encourage new parents to visit the nursery to spend some time with the staff and the children, in the form of pre-visits. This is helpful, both for the child and the parent, as confidence and trust is gained quickly.

Each child has a nominated key worker who is responsible for your child's well being. The key worker will inform you on a daily basis, both in conversation and in written form. A daily diary is produced for you to take home; this becomes a weekly diary, as the child gets older.

Parents evenings are held twice a year, as this gives parents the opportunity to have undivided staff attention. Staff are always available to discuss any matters relating to your child or to the nursery either formally or informally.

Written communication, in the form of newsletters and notices will be sent home on a regular basis. These will keep parents informed of activities and news concerning the nursery. We also encourage parents to put forward any suggestions they have on improving the services provided.

Topsham House has a website, www.topshamhouse.co.uk, and many parents choose to communicate with the office via email admin@topshamhouse.co.uk. It is vital that Topsham House is kept informed of any changes of personal circumstance, i.e. change of address, telephone number.

"I would like to thank yourself and the staff at Topsham House, for all your hard work and understanding. I am very sad to have to leave Topsham and the staff, as X has come such a long way. I cannot recommend Topsham House Day Nursery enough, it is a fantastic childcare service."

Comment left in a leaving card of a family moving house. March 2010



Care

Topsham House provides a friendly and caring atmosphere for all children who attend the nursery. Each child is treated as an individual and will receive attention appropriate to their needs. No child is left unsupervised, and all children have their own group room where they can play and rest in familiar, comfortable and safe surroundings.

Children are encouraged to communicate and interact with adults and peers alike. Parents and staff maintain close relationships in order to ensure continuity of care. Parents are encouraged to discuss their child's day with the member of staff responsible and a daily diary system is provided for children under 2 years. A weekly diary system is provided for children over 2 years.



Garden



Soft Play



Insurance

Topsham House is fully covered for employer's liability and also public liability to £3 million pounds. Topsham House has extra insurance on the company vehicles to cover the children as passengers.

Topsham House owns a 9 seat people carrier.

Staff that drive the people carrier have undertaken training and reached a satisfactory competency level. An escort always accompanies the driver when children are being transported in company vehicles.

Dietary Information

Three meals are provided for children every day. We aim to provide all children with a healthy and well balanced diet from an early age. All meals are prepared on the premises by our catering staff. Fresh vegetables and fruit are offered daily to the children, and we are happy to provide alternatives for those with special requirements. We cater for any special dietary needs your child may have including diabetic, vegetarian, dairy free etc. We also cater for all stages of weaning children onto solid food and are happy to discuss individual requirements.

Menus are displayed on the notice board for parents' information. A child's daily intake is monitored and recorded. Lunch is served in the group room for children under 2 years and in the dining room for older children. Children are not pressured into eating anything they do not wish to eat, but are praised and encouraged when they do eat.

Table manners and good social skills are encouraged. Staff eat their meals with the children. A sample of the weekly menu....

Monday	Tuesday	Wednesday	Thursday	Friday
Fruit/Biscuit and Milk	Fruit/Biscuit and Milk	Fruit/Biscuit and Milk	Fruit/Biscuit and Milk	Fruit/Biscuit and Milk
Homemade pork casserole, potatoes & seasonal vegetables	Homemade meatballs in tomato sauce with egg noodles	Chilli con carne with rice	Fishcakes, mashed potato, peas & parsley sauce	Macaroni cheese & carrots
Yoghurt	Cheesecake	Chocolate sponge & chocolate sauce	Cheese & biscuits	Apple pie & custard
Beans on toast	Ploughman's tea	Pizza and milkshake	Homemade vegetable soup & roll	Assorted sandwiches & nibbles
Fresh fruit	Peaches & cream	Fresh fruit	Chocolate crispie cake	Banana split

Meal Times

Breakfast is served between 7.45 am and 8.45 am
 Lunch is served between 11.45 and 1.00pm
 Tea is served at 3.00 pm

Nursery Outings

Nursery trips are offered as often as possible in line with our Trips and Outing's Policy. An annual visit to Twycross Zoo or a farm is organised during the summer months, and theatre trips are offered to our older children. Our MPV facilitates taking small groups of children off the premises; visits have been made to Snibston Discovery Park, Tropical Bird Land and Bosworth Park, Bosworth Water Park, and Stonehurst Family Farm.

Trips into the local community are a regular event. We have a local park with a children's play area and we are within ten minutes walking distance from the village library, post office and shop.



Child Collection

For the protection of your child, no one other than the 'authorised people' will be allowed to collect children. Photographs of the 'authorised adults' are required when a child starts at nursery.

Parents are expected to collect their child on time at the end of their booked session, and we reserve the right to charge for late collection.

In the event of being unable to contact a child's parent's/ emergency contacts, and the child/ren not having been collected from nursery by 6.30pm, regulations and procedures dictate that Social Services be contacted.

Fingerprint Entry system

Topsham House has a Fingerprint entry door system which uses Biometric technology to store a digital representation of each unique fingerprint. The system only gives access to those users that are registered and keeps a log of all who enter and leave the building. Parents/ carers will be asked to register their fingerprint on the system. The door system will only allow parents entry after 7.45am and before 6pm.

Nursery Education Funding and Childcare Vouchers

Topsham House Day Nursery is registered with Ofsted and therefore Nursery Education funding is available for 3 and 4 year olds. Children need to be registered by the start of term to be eligible to qualify for funding, and this is available for the first term after they have reached 3 years old. Parents are required to complete a statement of undertaking and provide a copy of the child's birth certificate. The funding for each term is split into monthly amounts, detailed on the Monthly invoice and additional non funded hours are invoiced. Fully funded places are available for local school term time (38 weeks per year).

Free Childcare

All three and four year olds in Leicestershire are entitled to 15 hours of free childcare per week for 38 weeks of the year. The **Free Childcare** is often referred to as 'Free Early Education Entitlement' or 'FEEE'. You may access your 15 hours across a minimum of 3 days, and in a minimum of 2.5 hour blocks. We offer this in blocks of a minimum of three hours each, but for no more than 10 hours in one day. If you want to access your entitlement over just two days, the maximum allowance is 15 hours. For more information about the sessions we are able to offer please contact us. Your child must attend for the sessions for which they are booked. Leicester County council carry out regular checks and if any child is found to be consistently late or absent, the council will reclaim any monies paid to the Nursery in respect of that child. The Nursery monitors attendance and if necessary will reduce the child's hours. Therefore any sessions you have booked will become liable for a charge.

Your 15 hours can be accessed from up to two different childcare providers.

Childcare vouchers

Employers childcare vouchers can help you to pay for your childcare and are one of the ways that your employer can help to support you.

Provided certain conditions are met you are able to claim up to £55 per week (£243 per month) through childcare vouchers. This is exempt from tax and National Insurance Contributions, so vouchers can help you pay your childcare fees.

Each employed parent may claim the vouchers through their employer. Therefore a two parent family could save up to £486 per month. The exact amount that you can save depends on individual circumstances.

We are able to accept vouchers from many providers and would be happy to discuss your own requirements with you. Please feel free to call.

More information about Nursery Education Funding and Childcare Vouchers can be found on the website www.leics.gov.uk/index/education/childcare/early_years_service.htm

All children are treated and respected as individuals, and all are provided with the opportunity to develop and learn at Topsham House.

Parent Feedback

A questionnaire is sent to parents every 18 months as Topsham House values the opinions and comments of all who use it's services. Many suggestions are received and all comments considered carefully when reviews take place

👨👩👧 I am very happy with the quality of service Topsham House provides.

👨👩👧 I have been really pleased with all aspects of the nursery since X started; he really enjoys attending and is happy when he returns. I would not change anything.

👨👩👧 We are very pleased with all of the helpfulness of all members of staff – even those who are not looking specifically after X. Topsham staff go out of their way and beyond expectation to help you.

👨👩👧 Wonderful nursery, we are very happy and have recommended to others. Thank you

👨👩👧 It is vital that parents have a good relationship with management, Topsham management provide excellent cover of service. As a parent this is a deciding factor as to where to send my children for childcare.

👨👩👧 Excellent relationships with staff, all the staff are very approachable.

👨👩👧 The staff are very approachable and give valued feedback. It is also imperative that staff take on board any suggestions that parents have, Topsham staff are very good at this.

👨👩👧 I always find every member of staff friendly, polite and happy.

👨👩👧 Staff are fantastic- always try to answer all my questions.

👨👩👧 "Just a note to say a very big Thank You, to everyone at Topsham for making Harry's years with you very happy. Together you create a warm, professional and caring environment for children to learn, play and have fun and we have never had a moments worry when leaving Harry with you".

👨👩👧 "We are very pleased with the helpfulness of all members of staff- even those who are not looking specifically after X- who are always willing to answer any questions

👨👩👧 Topsham staff go out of their way and beyond expectation to help you"

Quality Assurance

As a company we constantly review and reflect on our practice, within the nursery and for the children. The staff team are currently working towards the National Day Nursery Association quality assurance scheme "e-Quality Counts"

Terms and Conditions

1. Hours of Opening

The nursery opens at 7.45am and closes at 6pm.

Children must be collected by an authorised adult. Photographs of these authorised people are kept on file. The nursery must be notified if there are changes to the usual routine. Parents are requested to adhere to the hours of opening. We reserve the right to charge an additional £5 for every 5 minutes late.

2. Fees and Deposit

To secure a nursery place a deposit of 1 months fees must be paid. 50% must be paid when the place is reserved and the remaining 50% when the child commences at nursery. If the place at nursery is not taken up then the deposit is not refundable. If 4 weeks notice is given at any time after starting nursery then the full deposit will be returned.

Fees are paid monthly in advance, in 12 equal instalments. Already calculated in this instalment is an allowance for two weeks' holiday. No reduction is made for absence due to sickness. Fees must be paid by 7th of each month. A late payment charge of £20 will be issued for any outstanding fees. Payment can be made by cash, cheque, debit or credit card (a charge of 2% will be levied on credit cards only) and by standing order. Bank details will be supplied.

3. Holidays

The nursery is open throughout the year except for statutory Bank Holidays. The Nursery will close for the relevant period between Christmas and New Year each year. Dates are published in advance.

4. Absences

Please notify the nursery as soon as possible if your child is absent.

5. Sickness

Any child suffering from diarrhoea, sickness, unknown rash, or discharge from eyes should be kept at home until a doctor has certified that the child is fit to attend nursery. If a child becomes ill while at nursery every effort will be made to contact the parent.

6. Arrivals and Departures

The child is the responsibility of the parent until they are handed over to the Nursery Officer and is the responsibility of the parent as soon as they have been collected from the group room.

7. Medication

Medication will only be administered to children, when written consent is given. A Medication Form must be completed and signed.

8. Personal Property

All children should be provided with -

A wash bag, containing toothbrush, toothpaste, flannel and comb. A changing bag, containing a change of clothes and indoor shoes/ slippers. ALL ITEMS MUST BE NAMED.

Babies/ Toddlers should be provided with -

Nappies, wipes/creams, a change of clothes and any comforters. Sufficient made up bottles of baby milk. All articles are left at the nursery at the owner's risk.

9. Valuables

Children are not allowed to bring jewellery, money or other valuables to the nursery. Confectionery is not permitted at the nursery.

10. Staffing Ratios

The staffing ratios will comply with the Children's Act regulations.

11. Family Discount

A discount of 10% will be deducted for a second child in the same family attending Topsham House.

12. Termination of Place

Parents who wish to terminate their child's place must give 4 weeks notice in writing.

13. Staff

Any parent of a child who attends Topsham House Day Nursery will not employ any employee of Topsham House Day Nursery for at least 6 months after the child has left nursery. This includes babysitting.

14. Office Information

Parents are requested to inform the office as soon as any changes are made to addresses, email addresses telephone numbers or places of work.

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